



Annex 1 – Inventory of Services and Networks


All partners

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Abstract Are there services for international talents in the Central Baltic Sea Region? After the information were gathered through internet, interviews and listed systematically, We are surprised to see that so many organizations are providing services and how comprehensive these services are. It is not easy to find them, however, since they are scattered in different corners. So we listed different services in Stockholm, Helsinki, Turku, Tallinn and Riga with a short description on their target group, service contents and contact information so that it will be a “Wikipedia” of service for expats in the Central Baltic Sea Region and a handy retrieval tool for information.
Keywords Central Baltic Sea Region, soft landing services, social networks, talent retention

Contents

Tallinn and Tartu	6
AIESEC	7
Erasmus Project	8
Integration and Migration Foundation Our People (MISA)	9
Estonia Expat Community for Expatriates in Estonia	10
Eesti.ee	11
Estonian Refugee Council	12
Police and Border Guard Board.....	13
EURES Eesti.....	14
EURAXESS.....	15
Johannes Mihkelson Centre	17
Expat blog	18
Helsinki region	19
Jolly Dragon and JD Games Social networks	20
Otaniemi International Network OIN	21
TalentMatch	22
Infopankki - www.infopankki.fi	23
Finnish Cources - www.finnishcourses.fi	24
EXPAT FINLAND (web)	25
Virka Info public information service	26
In Espoo - advice for persons moving from abroad.....	27
Vantaa Citizes's Offices.....	28
Study in Helsinki and Student Guide	29
International Staff Services - Töölö Towers	30
In To Finland - Kela and Verohallinto.....	31
Finnish Immigration services - www.migri.fi.....	32
Helsinki Business Hub - Greater Helsinki Promotion	33
Otaniemi.Fi - Soft Landing Services	34
Vantaa International HUB - Vantaa Innovation Institute	35
Soft landing on Finnish Markets - Aalto Start-Up Center.....	36
Info sessions and startup counselling - EnterpriseHelsinki	37
Transite Relocations.....	38
KPMG	39



Infotori	41
Spurtti.....	42
Culture associations (umbrella organisation Sondip Ry).....	43
IESAF - International english speaking association Finland.....	44
Welcome to Turku! -Service Point	45
Turku International Rotary Club.....	46
suomi.fi - one adress for citizens' services.....	47
Finlandforum	48
Turku university international services.....	49
Turku international school	50
Stockholm.....	51
Language training by Global Expat Partners AB.....	52
Language training by All-International Language Center AB.....	52
Language training by Folkuniversitetet	54
Language Training by Kockum communication	55
Language training by Richard Lewis Communication	56
Language training by Berlitz	57
Language training by GMS Language Services.....	58
Language training by AAC Global	59
Language training by Medborgerskolan.....	60
Language training by SFI Stockholm	61
Language training by Stockholms Universitet	62
Language training by Learn4good	63
Language training by Swedish Express.....	64
Language training by Studieframjandet	65
Cultural Training by MCD Managing Cultural Differences.....	66
Cultural training by Key Corporate Training	67
Cultural Training and Communication by Global Expat Partners AB.....	68
Cultural Training by BBI.....	68
Cultural Training and communication by Itim Sweden	70
Cultural Training and communication by Human Entrance AB.....	71
Cultural training and communication by Berlitz	72
Cultural training and communication by Richard Lewis Communication	73

Cultural training by GMS Language Services	74
Social and Business networking by International Women's Club	75
Social and Business networking by Global Expat Partners AB	76
Social and business networking by Alliance Francaise de Stockholm.....	77
Social and business networking by the American Women's Club	78
Social and business networking by The American Club of Sweden	79
Social and business networking by The British & Commonwealth Association	80
Social and business networking by Canadian Club	81
Social and business networking by Meetup	82
Social and business networking by Internations	83
Social and business networking by ToStockholm	84
Spouse support by Global Expat Partners AB	85
Spouse support and well-being by Turning Point.....	86
Uppsala	87
Language training by Uppsala University.....	88
Language training by Folkuniversitetet	89
Language training by GLOSSA	90
Language training by SFI Uppsala.....	91
Language training by Medborgerskolan.....	92
Language training by Uppsala International Summer Session (UISS)	93
Cultural training and communication by Vuxenskolan.....	94
Social and Business networking by Studenterkåren	95
Social and business networking by Internations	96
Social and business networking by Alliance Francaise d'Upsalla.....	97
Riga Region	98
Expat Latvia	99
SSE Riga Alumni association	100
Diplomatic Economic Club.....	101
International Women's Club of Riga	102
Study in Latvia.....	103
www.draugiem.lv	104
Riga Expat Dinner	105
Expat-blog.com	106
Internations.org	107



Erasmus Riga.....	108
News portals in English	109
Latvia on Facebook	110
www.rigastudents.com	111
Latvian Institute	112
National Integration Centre.....	113
Office of Citizenship and Migration Affairs	114
About the Expat-project.....	115

Tallinn and Tartu

Estonia

Name of Service	AIESEC	
Target Group	Students and graduates. The organization is present in over 2,100 universities across the globe, provides more than 10,000 leadership experiences to its members and sends students and graduates on 16,000 international exchanges yearly.	
Specifically / mainly	Students and graduates.	
Service Description	AIESEC offers four different programmes for young people: team member experiences, internal leadership programmes and engaging students and graduates in international volunteering and internship programmes for profit and non-profit organisations. Services regarding internship - help finding suitable internship; help with preparation process and paberwork; integration with locals (involvement in the work of the student organization); Events and activities for interns and other foreigners in Estonia.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Active in Estonia since 1989 Tallinn, Tartu, Pärnu (Estonia) regular networking meetings/seminars Yes
Service languages	Estonian, English	
Contact information	AIESEC in Estonia Address: Raekoja plats 16, 10146, Tallinn Phone: +372 680 5642	
Webpages	http://www.aiesec.ee/	
Service / membership fee	-	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Business students, traineeship
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Name of Service	Erasmus Project	
Target Group	Students and academics. The programme offers financial support for institutions and scholarships for individuals.	
Specifically / mainly	Talented students and academics	
Service Description	Erasmus Project is a European Union (EU) student exchange programme. ERASMUS actions include support for: Students: studying abroad; doing a traineeship abroad; linguistic preparation Universities/higher education institution staff: teaching abroad; receiving training abroad.	
Quality of service (subjective)	Continuity	established in 1987
	Availability	28 Schools in Estonia (mainly in Tallinn and Tartu) for the academic year 2012/2013
	Activity	Student exchange
	Recommendable	Yes
Service languages	English	
Contact information	Erasmuse programm Kõrghariduse büroo Hariduskoostöö keskus SA Archimedes L.Koidula 13A 10125, Tallinn Contact person: Viktoria Toomik, specialist Phone: 626 8900 viktoria.toomik@archimedes.ee	
Webpages	http://ec.europa.eu/education/erasmus/	
Service / membership fee	-	
Owner of service / provider*		

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	student exchange programme
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Name of Service	Integration and Migration Foundation Our People (MISA)	
Target Group	New immigrants (non-EU foreign nationals), returnees, emigrants.	
Specifically / mainly		
Service Description	<p>Tasks of the foundation are to promote integration processes in Estonia, to coordinate activities related to immigration and emigration, to publish information in this regard and to produce overviews.</p> <p>Integration - The foundation carries out the activities of the integration plan with the aim of ensuring that the people who live in Estonia share the same values and form an active part of civic society, and that national minorities have the chance to preserve their languages and cultures.</p> <p>Migration - The goal of the Foundation in respect of migration is to support migration processes. The foundation also consults the people who are returning to Estonia or leaving the country in migration issues and offers them financial support if necessary. The Foundation offers migration support for re-migration, emigration and extradition. The Foundation also offers migration consultations. The Integration Foundation offers free courses on Constitution and Citizenship Act, which are aimed at the persons who wish to take the exam</p>	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Founded in 1998</p> <p>Estonia</p>
Service languages		
Contact information	<p>Liimi 1, Tallinn 10621 Phone: +372 659 9021 E-mail: info@meis.ee</p> <p>Consultation about migration issues Contact: Martin Eber, phone + 372 659 9067, E-mail martin.eber@meis.ee</p>	
Webpages	http://www.meis.ee	
Service / membership fee		
Owner of service / provider*	Foundation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Integration, migration
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Name of Service	Estonia Expat Community for Expatriates in Estonia	
Target Group	Estonia Expatriates	
Specifically / mainly		
Service Description	International online community for people who live and work in Estonia. Provides an expat network with advanced search tools with various options to browse our member base (by nationality, occupation, interests, etc.). Also provides guides and offline events and activities to get to know your fellow members in person.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Information sharing Yes
Service languages	English	
Contact information	InterNations GmbH Schwanthaler Straße 39 80336 Munich Germany Fax: +49 89 461 3324 99 Email: info@internations.org	
Webpages	http://www.internations.org/estonia-expats	
Service / membership fee	free membership or a paid membership in a premium community forum	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	community
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Name of Service	Eesti.ee	
Target Group	Citizens, entrepreneurs, officials	
Specifically / mainly		
Service Description	The state (public, private and third sector) offers its public services through the portal „eesti.ee“ pursuant to the legal acts valid in the Republic of Estonia. The e-Services on the State Portal are divided into groups for citizens, entrepreneurs and officials. The e-Services are also divided by by the topics they belong to (Housing, Education and Science, Traffic, Enviroment etc).	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Internet Yes
Service languages	Estonian, English, Russian	
Contact information	Riigi infosüsteemi amet Rävala 5, 15169 Tallinn E-mail: ria@ria.ee	
Webpages	https://www.eesti.ee/	
Service / membership fee	-	
Owner of service / provider*	Governmental	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	e-services
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Name of Service	Estonian Refugee Council	
Target Group	Asylum seekers and refugees	
Specifically / mainly		
Service Description	Help refugees (incl. talents) finding work and residence, organising doctor's appointment, facilitating paperwork.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Active since 2001 Estonia Yes
Service languages		
Contact information	Eesti Pagulasabi MTÜ Lai 30, 51005 Tartu, Eesti Phone: +372 511 8311 E-mail: info@pagulasabi.ee	
Webpages	http://www.pagulasabi.ee	
Service / membership fee	-	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	asylum seekers, refugee, support
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Name of Service	Police and Border Guard Board	
Target Group	Locals and foreigners.	
Specifically / mainly		
Service Description	Issuing residence permits to the third country nationals and persons with undetermined citizenship.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	since 1993 Estonia
Service languages		
Contact information	Politsei- ja Piirivalveamet Pärnu mnt. 139 Tallinn, 15060 Phone: 612 3000 E-mail: ppa@politsei.ee	
Webpages	http://www.politsei.ee/en/teenused/residence-permit/	
Service / membership fee	-	
Owner of service / provider*	Governmental	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	residence permit
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Name of Service	EURES Eesti	
Target Group	Job-seekers interested in moving to another country to work or to study, and employers wishing to recruit from abroad.	
Specifically / mainly		
Service Description	<p>EURES (European Employment Services) is a recruitment network set up by the European Commission.</p> <p>Provides information and consultation about career opportunities, living and working conditions in different countries of Europe.</p> <p>EURES offers a network of advisers that can give information, help and assistance to jobseekers and employers through personal contacts. EURES advisers are trained specialists who provide the three basic EURES services of information, guidance and placement, to both jobseekers and employers interested in the European job market.</p>	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Founded in 1993</p> <p>Internet employment mediation</p>
Service languages	25 languages of the European Union/EEA	
Contact information		
Webpages	http://ec.europa.eu/eures/	
Service / membership fee	-	
Owner of service / provider*		

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	employment mediation
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Name of Service	EURAXESS	
Target Group	Researchers and their families.	
Specifically / mainly	Researchers	
Service Description	Provides information and assistance to mobile researchers. This portal has practical information on professional and daily life, as well as information on job and funding opportunities. The services centres help researchers and their family to plan and organise their move to a foreign country, providing help in all matters related to mobility.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	There are 6 EURAXESS Service centres in Estonia. Yes
Service languages		
Contact information	<p>Tallinn Estonian Academy of Sciences (All queries are welcome, especially from researchers intending to stay in Tallinn; queries concerning scientific exchange programs between Academies) Kohtu 6 – 10130 Tallinn Contact persons Ms. Anne Pöitel, Ms. Piret Press mobility@akadeemia.ee Phone +372 644 8677</p> <p>Tallinn University of Technology (All queries are welcome, especially from researchers intending to work at the Tallinn University of Technology) Ehitajate tee 5 – 19086 Tallinn Contact person Ms. Anu Johannes mobility@ttu.ee Phone +372 620 3578</p> <p>Tallinn University (All queries are welcome, especially from researchers intending to work at the Tallinn University) Narva mnt 25 – 10120 Tallinn Contact person Ms. Tiina Mäe mobility@tlu.ee Phone +372 640 9144</p> <p>Tartu Estonian Research Council (All queries are welcome, especially from researchers intending to stay in Tartu; queries concerning Marie Curie Actions) Väike-Turu 8 – 51013 Tartu Contact person Ms. Liina Raju, Ms. Anna Mossolova euraxess@etag.ee</p>	

	<p>Phone: +372 730 0328</p> <p>University of Tartu (All queries are welcome, especially from researchers intending to work at the University of Tartu) Ülikooli 18 – 50090 Tartu Contact person Ms. Kristi Kuningas kristi.kuningas@ut.ee Phone +372 737 5844</p> <p>Estonian University of Life Sciences (All queries are welcome, especially from researchers intending to work at the Estonian University of Life Sciences) Kreutzwaldi 1A – 51014 Tartu Contact person Ms. Külli Kõrgesaar mobility@emu.ee Phone +372 731 3020</p>
Webpages	http://euraxess.ee/
Service / membership fee	-
Owner of service / provider*	The website is joint initiative of the European Commission and the countries participating in the European Union's Framework Programme for Research.

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Researchers
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Name of Service	Johannes Mihkelson Centre	
Target Group	For asylum seekers and refugees in Estonia.	
Specifically / mainly		
Service Description	<p>Combined support services include several activities, provided by different specialists:</p> <ul style="list-style-type: none"> - legal help for asylum seekers and refugees (lawyer) - therapy sessions in reception centre (therapist) - written and oral translation (interpreters) - regular supervision for support persons (supervisor) - cultural activity in reception centre. <p>The main activities for the support person is to help asylum seeker or refugee to</p> <ul style="list-style-type: none"> - communicate with different institutions (migration office, local governments, ministries, medical services etc) - cope with cultural / psychological problems - translate texts in Estonian - find job and accomodation in Estonia 	
Quality of service (subjective)	Continuity Availability Activity Recommendable	founded in 1993 Estonia support for asylum seekers and refugees
Service languages	Estonian, English	
Contact information	Johannes Mihkelsoni Keskus MTÜ Riia 13-23 Tartu, 51010 Estonia Phone: 7 300 541 E-mail: jmk@jmk.ee	
Webpages	http://www.jmk.ee	
Service / membership fee		
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	asylum seekers, refugee, support
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Name of Service	Expat blog	
Target Group	Expatriates all over the world.	
Specifically / mainly		
Service Description	Expat blog is dedicated to expatriates who want to share their living abroad experience. The site provides with guides, articles and forums for people who wish to live, study or work in a foreign country.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Internet Information and experience sharing
Service languages	English	
Contact information		
Webpages	http://www.expat-blog.com/en/destination/europe/estonia/	
Service / membership fee		
Owner of service / provider*		

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Information, blog, forum guides, jobs, housing
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Helsinki region

Finland

Name of Service	Jolly Dragon and JD Games Social networks	
Target Group	Jolly Dragon and JD Games (JDs) social networking and web services are both for the locals and new residents in Finland. Social networking and web services are tools to bring the people in Helsinki region together and learn about each other using sports and social events as the bridge. Jolly Dragon and JD Games events gather over 5000 participants together and web services have more than 100 000 visitors annually.	
Specifically / mainly	Private persons	
Service Description	Jolly Dragon and JD Games form an English-language leisure time community to meet people and find information on topical events. All are free to organise activities. The Jolly Dragon and JD Games events community serves to ease integration into Helsinki life and aims to help Finnish and international people get to understand each other by meeting and playing together. The JDs create events to help create social cohesion. With even tens of events in a week the number of events is thousands a year. The advisors of individuals and companies are encouraged to guide their customers to the services of JDs. Social networks help both when entering Finland and when living in Finland and staying in the international community.	
Quality of service (subjective)	Continuity	continuously running
	Availability	In Helsinki region
	Activity	regular events and services
	Recommendable	yes
Service languages	English	
Contact information	Unfair Advantage Ltd Oy Address: Kaisaniemenkatu 6, 00100 Helsinki, Finland Contact person: Paul J Brennan Tel: +358 50 469 4696 E-mail: paul@jollydragon.net	
Webpages	www.jollydragon.net / www.jd-games.com	
Service / membership fee	Free membership	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Jolly Dragon, JD Games, social networking, events, web, online service, community, tool, information, immigrants
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Name of Service	Otaniemi International Network OIN								
Target Group	Otaniemi International Network's (OIN) target group is international professionals - both Finnish and foreign nationals - interested in multicultural networking, looking for information and guidance about relocation or have a passion about developing innovations to enhance the quality of life among family, friends and colleagues.								
Specifically / mainly	Individuals, both Finnish and foreign nationals								
Service Description	Otaniemi International Network (OIN) is a network of international professionals. In addition to linking people to social and professional networks, OIN is also a value-adding entry point to information, services and events related to: handling residence & work permit application processes, setting up daily life routines in Finland, building a career in Finland and to Finnish language and culture. The service is presented on a website and a brochure is available in Otaniemi Marketing. People wishing to join OIN can register on otaniemi.fi website.								
Quality of service (subjective)	<table border="0"> <tr> <td>Continuity</td> <td>continuously running</td> </tr> <tr> <td>Availability</td> <td>in Helsinki region</td> </tr> <tr> <td>Activity</td> <td>regular events and newsletters</td> </tr> <tr> <td>Recommendable</td> <td>yes, especially professionals</td> </tr> </table>	Continuity	continuously running	Availability	in Helsinki region	Activity	regular events and newsletters	Recommendable	yes, especially professionals
Continuity	continuously running								
Availability	in Helsinki region								
Activity	regular events and newsletters								
Recommendable	yes, especially professionals								
Service languages	English								
Contact information	Otaniemi International Network Address: Tekniikantie 12, 02150 Espoo, Finland Contact person: Program Director Melissa Arni-Hardén, Tel. +358 (0)9 2517 7440, Fax: +358 (0)9 2517 7441 E-mail: melissa.arni-harden@otaniemi.fi or info@otaniemi.fi Web: www.otaniemi.fi								
Webpages	www.otaniemi.fi								
Service / membership fee	Free								
Owner of service / provider*	Non-profit organisation mainly financed by City of Espoo								

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	International, network, networking, information, guidance, professionals
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Name of Service	TalentMatch	
Target Group	TalentMatch promotes encounters between international experts and the growing and internationalizing companies.	
Specifically / mainly	Individuals and companies, both Finnish and foreign	
Service Description	<p>The main purpose of TalentMatch, a joint project by Otaniemi Marketing and Technopolis, is to help international experts find the growing and internationalizing companies where there is demand for their language, cultural, and other skills.</p> <p>The project, which is currently in the pilot phase, utilizes a social media tool built on the existing JobGo service.</p>	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Pilot project</p> <p>in Helsinki region and some cities</p> <p>Matchmaking events and Talent pool</p> <p>yes, especially professionals</p>
Service languages	English	
Contact information	<p>Otaniemi Marketing Contact person: Melissa Arni-Hardén E-mail: melissa.arni-harden@otaniemi</p> <p>Technopolis Plc Contact person: Karita Huotari Email: karita.huotari@technopolis.fi</p>	
Webpages	www.talentmatch.fi	
Service / membership fee	Free	
Owner of service / provider*	Non-profit organisation and private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	International professionals, network, information, social media application, matchmaking
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Name of Service	Infopankki - www.infopankki.fi	
Target Group	Infopankki - Info Bank web services are for immigrants considering immigration to Finland or who already are resident in Finland. The web service is also a tool for public servants involved with immigrants and immigration affairs.	
Specifically / mainly	Individuals and all needing official information	
Service Description	<p>The Infopankki website (www.infopankki.fi) contain important basic information in 15 languages for immigrants on the functioning of society and opportunities in Finland, from the perspective of the immigrant user. The information covers permits needed by those settling in Finland, housing, studying Finnish, finding employment and starting a business, education, health care, social services, getting help in a crisis, cultural and leisure services, and NGOs and associations, as well as links to additional information.</p> <p>Infopankki's Helsinki Region section www.infopankki.fi/helsinkiregion contains useful information on joint services in the Helsinki Region. Information on the services provided by the individual cities is available on their own "Welcome to..." websites.</p>	
Quality of service (subjective)	Continuity	continuously running
	Availability	Finland / Helsinki region
	Activity	updated information
	Recommendable	yes
Service languages	in 15 languages	
Contact information	Infopankki - www.infopankki.fi Contact person: Editor-in-Chief, Ahmed Akar Tel. +358 9 310 37507, +358 50 5051713 Email: ahmed.akar(at)hel.fi	
Webpages	www.infopankki.fi and www.infopankki.fi/helsinkiregion	
Service / membership fee	Free	
Owner of service / provider*	City of Helsinki	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Info Bank, Infopankki, online service, tool, information, immigrants
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Name of Service	Finnish Courses - www.finnishcourses.fi	
Target Group	Infopankki collects and provides information on Finnish language courses for adults.	
Specifically / mainly	Individuals and all needing official information	
Service Description	<p>The Finnishcourses.fi course search service gathers together information on Finnish courses for immigrants in the Helsinki region www.finnishcourses.fi</p> <p>Through the finnishcourses.fi course search service you can find course information in English, Finnish and Russian.</p> <p>The course search includes information on self-motivated courses, i.e. courses that are open to all. The service does not provide information on labour market training courses held by Employment and Economic Development Offices.</p>	
Quality of service (subjective)	Continuity	continuously running
	Availability	Helsinki region
	Activity	updated information
	Recommendable	yes
Service languages	English, Finnish and Russian	
Contact information	<p>Infopankki - www.infopankki.fi Finnish Courses - www.finnishcourses.fi</p> <p>Contact person: Ahmed Akar Tel. +358 9 310 37507, +358 50 5051713 Email: ahmed.akar(at)hel.fi</p>	
Webpages	www.finnishcourses.fi	
Service / membership fee	Free	
Owner of service / provider*	City of Helsinki	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Finnish courses, online service, tool, information, immigrants, language training
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Name of Service	EXPAT FINLAND (web)	
Target Group	International workers, students and other residents	
Specifically / mainly	Internationals	
Service Description	The site offers practical information about moving in Finland as an expat. Information about visas, services for integration and job hunting, entrepreneurship, networking and housing.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Online web operation a lot of information available costantly Information Useful information to expats and other internationals
Service languages	English	
Contact information	www.expat-finland.com	
Webpages	www.expat-finland.com	
Service / membership fee	no	
Owner of service / provider*	Private website/organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Information for internationals coming and wishing to reside in Finland
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Name of Service	Virka Info public information service	
Target Group	Virka Info is a public information service for all Helsinki residents and for immigrants moving to Helsinki. Virka Info serves Info customers and thousands immigrants who receive personal advice.	
Specifically / mainly	Individuals	
Service Description	<p>Virka Info serves as a Citizens' Office – a shared services centre of the Finnish Immigration Service, the Helsinki Local Register Office and the Police – and offers general information and advice on living and working in the Helsinki area, as well as special advice and guidance on immigration matters. Immigrants can book a personal appointment with a service adviser.</p> <p>The centre gives practical guidance and advice for people moving to Helsinki from abroad on such matters as residence permits, citizenship and Finnish social security. Virka Info offers service and guidance in Finnish, Swedish, English, French, Russian, Chinese, Arabic, Somali, Kurdish, Turkish and Bulgarian. Virka Info services are free of charge.</p>	
Quality of service (subjective)	Continuity	continuously running
	Availability	in Helsinki
	Activity	information and personal service
	Recommendable	yes
Service languages	11 different languages	
Contact information	Virka info / Citizen services Address: P. O. Box 1, 00099 City of Helsinki. Tel. +358 (0)9 310 11 111 (Mon-Fri 9-15) E-mail: virkainfo@hel.fi	
Webpages	www.virka.fi/en/info/english	
Service / membership fee	Free	
Owner of service / provider*	City of Helsinki	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Virka Info, Helsinki City Hall, public information service, citizens' advice, immigrants, guidance
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Name of Service	In Espoo - advice for persons moving from abroad	
Target Group	In Espoo provides advice concerning everyday and official matters for persons who have moved to Espoo from abroad. In Espoo serves more than 1000 customers annually.	
Specifically / mainly	Individuals	
Service Description	Persons moving to Espoo from abroad can obtain counselling on day-to-day matters and on dealing with the authorities from the In Espoo counselling centre at the library in the Sello Shopping Centre in Leppävaara, next to the Citizen's Office. The counselling centre and the Citizen's office provide information on the service system, the available forms of support and the various authorities, and steers customers towards the appropriate services. Customers are given guidance on the use of electronic services and the centre also has terminals available for customers. In Espoo provides services in Finnish, Swedish, English, Arabic, Turkish and Russian. The In Espoo services are free of charge.	
Quality of service (subjective)	Continuity	continuously running
	Availability	in Espoo
	Activity	information and personal service
	Recommendable	yes
Service languages	Finnish, Swedish, English, Arabic, Turkish and Russian	
Contact information	In Espoo with Citizen Services Address: Leppävaarankatu 9, P.O. Box 3611, FI-02070 Espoon kaupunki, Finland Tel. +358 9 8168 2689 and +358 9 8165 0304 (Mon-Wed, Fri 10-16, Thu 10-18) E-mail: inespoo@espoo.fi Citizen Services common customer service number: Tel. +358 9 816 57070	
Webpages	www.espoo.fi/inespoo and www.espoo.fi/yhteispalvelu	
Service / membership fee	Free	
Owner of service / provider*	City of Espoo	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	In Espoo, Sello Mall, Library, public information service, advice, counseling, immigrants, guidance
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Name of Service	Vantaa Citizen's Offices	
Target Group	The City of Vantaa Citizen's Offices provide information about municipal and state services and serve almost 100 000 customers annually on site.	
Specifically / mainly	Individuals	
Service Description	The Citizen's Offices provide information about the City of Vantaa services and partners. They serve in three locations (Myyrmäki, Tikkurila, Korso) and have brochures about leisure time activities and the City's services. In the Citizen's Offices you can e.g. send faxes, take copies, send mail to City, pay City invoices, take care of the travel card for Helsinki Region Traffic. In the nearest Citizen's Office you can view official announcements, changes in zoning regulations, land allocations and street plans. They can be viewed for a set time. Computers are available for clients' access to eServices. Vantaa Citizen's Offices provide services in Finnish, Swedish and English.	
Quality of service (subjective)	Continuity	continuously running
	Availability	In Vantaa
	Activity	information and personal service
	Recommendable	yes
Service languages	Finnish, Swedish and English	
Contact information	Vantaa Citizen's Offices have three locations: - Myyrmäki House, Kilterinraitti 6, Myyrmäki, Tel. +358 9 83935455, e-mail: myyrmaki.yhteispalvelu@vantaa.fi - Ratatie 7, Tikkurila, Tel. +358 9 8392 2133 or +358 9 8392 3086, e-mail: tikkurila.yhteispalvelu@vantaa.fi - Urpiaisentie 14, Korso, Tel. +358 9 8393 2575, e-mail: korso.yhteispalvelu@vantaa.fi	
Webpages	www.vantaa.fi/citizensoffices	
Service / membership fee	Free	
Owner of service / provider*	City of Vantaa	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Vantaa Citizen's Offices, Myyrmäki, Tikkurila, Korso, Yhteispalvelu, Citizen Services, information, immigrants, guidance
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Name of Service	Study in Helsinki and Student Guide
Target Group	Study in Helsinki and Student Guide are aimed at international university students coming to Finland and personnel working with them.
Specifically / mainly	Students
Service Description	A variety of services are available for international students provided by the educational institutions, the public sector and several foundations. Students themselves need to be active in finding out how to obtain these services. Study in Helsinki and Student Guide provide information on where and how to find services available for international students living in the Helsinki metropolitan region. The aim is to provide useful information and advice for all international students in their effort to integrate into Finnish society. The website www.studyinhelsinki.fi provides information in the Helsinki region, as well as student accounts and is linked to the Student Guide provided by Helsinki Education and Research Area (HERA). The guide covers subjects such as immigration, housing, health care and getting around.
Quality of service (subjective)	Continuity will be updated May 2012 Availability in Helsinki region Activity information Recommendable yes
Service languages	English
Contact information	HERA International, contact person Mikko Toivonen Tel: +358 50 531 6788 E-mail: mikko.toivonen@helsinki.fi
Webpages	www.studyinhelsinki and www.herastudentguide.fi
Service / membership fee	Free
Owner of service / provider*	HERA International

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	International, students, guide, services, Helsinki metropolitan area
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Name of Service	International Staff Services - Töölö Towers	
Target Group	International Staff services serve international researchers and guests of University of Helsinki and Aalto University. The aim is to serve 1,000 customers each year.	
Specifically / mainly	International researchers and staff of universities	
Service Description	Entry residency Töölö Towers is a joint residence of the University of Helsinki and Aalto University providing accommodation and services for international researchers and other guests. Töölö Towers offer central located entry residency, accommodation and guidance for entry, residence and settling in Finland by International Staff Services. All apartments are fully furnished with basic amenities and equipped with en-suite facilities. Breakfast is included in the rent. The dwelling period is a minimum of one week to six months. Töölö Towers and International Staff Services are located at Pohjoinen Hesperiankatu 23 A, Helsinki. Töölö Towers have 66 single rooms and 33 apartments, another unit offering 77 apartments and joint service facilities scheduled for completion in 2012.	
Quality of service (subjective)	Continuity	continuously running
	Availability	In Helsinki
	Activity	accommodation
	Recommendable	yes
Service languages	English	
Contact information	Töölö Towers Address: Pohjoinen Hesperiankatu 23, Helsinki Tel. +358 (0)9 191 24727 E-mail: guestrooms@helsinki.fi	
Webpages	www.helsinki.fi/unihome	
Service / membership fee	Only for staff of University of Helsinki and Aalto University	
Owner of service / provider*	Universities	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	International, researchers, guests, accommodation, apartments, entry residency
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Name of Service	In To Finland - Kela and Verohallinto	
Target Group	In To is the service point operated by the Social Insurance Institution of Finland (Kela) and the Finnish Tax Administration (Verohallinto) for those coming to Finland to work.	
Specifically / mainly	Individuals	
Service Description	<p>In To offers advice and guidance during the preliminary stages for foreigners moving to Finland. In addition to those coming to Finland for employment reasons, In To serves self-employed persons and students coming to Finland and companies hiring and recruiting foreign labour, on questions involving social security and taxation.</p> <p>In To's multi-lingual officials offer counseling to immigrants, assist with the filling in of forms and direct customers to the appropriate authorities. The service languages are Finnish, Swedish, English and Russian.</p>	
Quality of service (subjective)	Continuity Availability Activity Recommendable	continuously funning In Helsinki region information and personal service yes
Service languages	Finnish, Swedish, English and Russian	
Contact information	In To Finland Address: Salomonkatu 17, Entrance A, 2nd floor, Helsinki (Mon-Fri 9-12, 13-16) The In To service point does not provide a telephone service E-mail: info@intofinland.fi	
Webpages	www.intofinland.fi	
Service / membership fee	Free	
Owner of service / provider*	Governmental	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	International, In To, service point, social security, taxation, counseling, immigrant
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Name of Service	Finnish Immigration services - www.migri.fi	
Target Group	All immigrants with a special section for professionals	
Specifically / mainly	Immigrants/ Internationals	
Service Description	The "organisation does expert, decision-making and service organisation in matters related to migration, asylum, refugeeism and citizenship. It also implements Finland's migration policy and provides information services in support of political decision-making and for national and international co-operation".	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Continuous Physical and Virtual Information and guidance Very recommendable
Service languages	English	
Contact information	Head office: Panimokatu 2 A, Helsinki E-mail: maahanmuuttovirasto@migri.fi firstname.lastname@migri.fi Tel. 071 873 0431 (switchboard)	
Webpages	www.migri.fi	
Service / membership fee	Free	
Owner of service / provider*	Governmental organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Services for immigrants, internationals
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Name of Service	Helsinki Business Hub - Greater Helsinki Promotion	
Target Group	Helsinki Business Hub's target group is international companies seeking to relocate to or invest in the Greater Helsinki region. The Greater Helsinki region attracts dozens of strategic investments each year.	
Specifically / mainly	Companies locating Helsinki region	
Service Description	Greater Helsinki Promotion (GHP) offers professional consultative services for companies looking to invest and/or start business in Helsinki. The main activities consist of consultancy work about the business potential the Greater Helsinki region offers to new and existing companies, gathering and distributing business intelligence about the region and supporting the international brand awareness of Greater Helsinki region. GHP enables dynamic international companies to create success within the heart of business in Finland, Russia and the Baltics.	
Quality of service (subjective)	Continuity	continuously running
	Availability	in Helsinki region
	Activity	consulting
	Recommendable	yes
Service languages	English	
Contact information	Greater Helsinki Promotion Ltd Oy Address: Mechelininkatu 1 a (TDC building), 00180 Helsinki Tel. +358 9 562 6677, Fax. +358 9 562 6688 Email: info@helsinkibusinesshub.fi	
Webpages	www.helsinkibusinesshub.fi	
Service / membership fee	Free for companies investing in Finland	
Owner of service / provider*	Greater Helsinki Promotion	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	services for international companies, FDI, soft landing, investments, consulting
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Name of Service	Otaniemi.Fi - Soft Landing Services	
Target Group	Soft Landing's target group is companies and organisations seeking to operate in Finnish markets. The aim is to serve 10-20 companies a year.	
Specifically / mainly	Companies locating Helsinki region	
Service Description	<p>Otaniemi Marketing - Otaniemi.Fi offers international companies exploring Research & Development or investment opportunities a customised visit package, free of charge, with office space for 1-5 days, matchmaking services & key Business Intelligence. Potential companies are asked to submit a company profile as the basis to serve companies according to their needs. Otaniemi.Fi will send the customer a suggestion for key people, companies and organizations to meet and business intelligence in their business field.</p> <p>Soft Landing services provided by Otaniemi.Fi and partners include Setting Up Your Business & Staff, Expanding Your Business and assistance for individuals.</p>	
Quality of service (subjective)	Continuity	continuously running
	Availability	in Helsinki region
	Activity	consulting
	Recommendable	yes
Service languages	English	
Contact information	<p>Otaniemi Marketing Ltd Address: Innopoli 2, Tekniikantie 14, FIN-02150 Espoo, Finland Tel: +358 (0)9 2517 7440, Fax: +358 (0)9 2517 7441 Email: info@otaniemi.fi</p>	
Webpages	www.otaniemi.fi/portal/	
Service / membership fee	Free for companies investing in Finland	
Owner of service / provider*	Non-profit organisation mainly financed by City of Espoo	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	soft landing, matchmaking, suggestion, services for companies
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Name of Service	Vantaa International HUB - Vantaa Innovation Institute	
Target Group	Vantaa International HUB services' target group is companies seeking to establish operations in the Helsinki region and especially in Aviapolis, Vantaa Airport City area.	
Specifically / mainly	Companies locating Helsinki region	
Service Description	<p>Vantaa International HUB offers a first-class business environment and diverse services for successful business operations. Vantaa International HUB eases the establishment of business operations in the airport city Aviapolis area, in Vantaa and beyond. It also acts as a gateway to east and west when companies setting up global business. Furthermore, it offers support services for companies starting their internationalization process in Finland.</p> <p>International service range comprises all the assets, contacts and partnerships that companies need when setting up international business or operations, including: Market Access, Set-Up Services, Business Development, Location Services.</p>	
Quality of service (subjective)	Continuity	continuously running
	Availability	in Helsinki region
	Activity	consulting
	Recommendable	yes
Service languages	English	
Contact information	<p>Vantaa Innovation Institute Ltd. Address: Äyritie 18, FI-01510 Vantaa Tel. +358 400 883 436 Email: info@vantaainnovation.fi</p>	
Webpages	www.vantaainnovation.fi	
Service / membership fee	Free for companies investing in Finland	
Owner of service / provider*	Non-profit organisation financed by City of Vantaa	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	services for international companies, FDI, soft landing, investments, consulting
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Name of Service	Soft landing on Finnish Markets - Aalto Start-Up Center	
Target Group	Aalto Start-Up Center Soft Landing services' target group is foreign companies exploring Finland. The aim is to serve 5-10 companies a year.	
Specifically / mainly	Companies locating Helsinki region	
Service Description	<p>Aalto Start-Up Center offers foreign companies an easy entry into the Finnish marketplace. There are services for two stages. The web-based 1st stage international entry services include a free exploring Finland service up to 3 hours and Virtual Package consisting of a maximum of 4 hours' consultation and assistance per month at a fixed monthly price. The 2nd stage international entry services include a Premium Package with a furnished room and advice from an assigned business advisor.</p> <p>Services and operational principles are presented in the Soft landing Finnish Markets brochure. Exploring Finland service is free, Virtual Package 60 EUR/month and Premium 36 EUR/m2/month.</p>	
Quality of service (subjective)	Continuity	continuously running
	Availability	in Helsinki region
	Activity	consulting
	Recommendable	yes
Service languages	English	
Contact information	Aalto Start-Up Center Address: Hiilikatu 3, 00180 Helsinki Tel. +358 (0)10 2178 634 E-mail: marika.paakkala@aalto.fi	
Webpages	www.startupcenter.fi	
Service / membership fee	Exploring Finland service is free. Package prices above.	
Owner of service / provider*	Business Incubator of Aalto University	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	services for international companies, soft landing, start-up, virtual, package
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Name of Service	Info sessions and startup counselling - EnterpriseHelsinki								
Target Group	EnterpriseHelsinki's counseling is available in different languages for immigrant people considering starting their own business.								
Specifically / mainly	Entrepreneurs and companies locating Helsinki region								
Service Description	EnterpriseHelsinki arranges Info sessions for anyone planning to start their own business in the Helsinki region and who wants to know more about entrepreneurship. Info sessions are held both during the day and in the evening. In English the topics include: Entrepreneurship, Business idea, Business Plan, Financing and profitability calculation, Forms of enterprise, Taxation: VAT and Prepayment of taxes, Start up –grant, Insurances. Startup counselling focuses on business concept and personal guidance. A Guide Becoming an Entrepreneur in Finland is available at EnterpriseHelsinki. Consultations with the personal business advisor are strictly confidential and the counseling session takes approximately 1-2 hours.								
Quality of service (subjective)	<table border="0"> <tr> <td>Continuity</td> <td>continuously running</td> </tr> <tr> <td>Availability</td> <td>in Helsinki region</td> </tr> <tr> <td>Activity</td> <td>consulting</td> </tr> <tr> <td>Recommendable</td> <td>yes</td> </tr> </table>	Continuity	continuously running	Availability	in Helsinki region	Activity	consulting	Recommendable	yes
Continuity	continuously running								
Availability	in Helsinki region								
Activity	consulting								
Recommendable	yes								
Service languages	Arabic, English, Swedish, Russian, Finnish and Estonian								
Contact information	Yrityshelsinki – EnterpriseHelsinki Address: Kaisaniemenkatu 6 A, PL 37, 00099 Helsinki Tel. +358 (0)9 310 36360 E-mail: yrityshelsinki@hel.fi								
Webpages	www.yrityshelsinki.fi								
Service / membership fee	Free								
Owner of service / provider*	City of Helsinki								

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Entrepreneur, information, sessions, immigrant, start-up, counselling
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Name of Service	Transite Relocations	
Target Group	Companies recruiting internationals	
Specifically / mainly	Companies recruiting internationals	
Service Description	Immigration support, House support, Schooling support, Orientation, Settling-in support, Home Services, Bank & Tax Card Package, Car Import, Spouse Assistance Programme, Departure Service, Home furnishing, Repatriation programme, Temporary Accommodation.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Ongoing Available physically and virtually Consultation for companies and individuals who affords
Service languages	English, Finnish (possibly more)	
Contact information	Henry Fordinkatu 5C 00150 Helsinki tel +358 50 551 4806 fax +358 9 664489 Registered Office: Merikatu 3A10 00140 Helsinki http://www.transite.fi/	
Webpages	http://www.transite.fi/	
Service / membership fee	Not specified- but must be	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Soft landing and soft departure (from Finland) for corporate and individual clients
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Name of Service	KPMG	
Target Group	People employed by the companies and for the companies.	
Specifically / mainly	People employed by companies	
Service Description	Providing audit, tax and advisory services.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Ongoing Available to all physically and virtually Consultation for companies and individuals who can pay!
Service languages	English, Finnish (website in Finnish)	
Contact information	Mannerheimintie 20 B, PL 1037 00101 Helsinki Phone . 020 760 3000 Fax 020 760 3399	
Webpages	www.kpmg.fi	
Service / membership fee	Not mentioned	
Owner of service / provider*	International consulting group	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	auditing services, tax services, advisory services for individuals and companies
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Turku Finland

Name of Service	Infotori								
Target Group	Migrants near Turku								
Specifically / mainly									
Service Description	The aim is to give information and help migrants in their own language and answer to any question that a migrant could have. Verbal communication has proved to be important in integration process and a representative of your own culture can help as peer support.								
Quality of service (subjective)	<table border="0"> <tr> <td>Continuity</td> <td>Continuous since 2011</td> </tr> <tr> <td>Availability</td> <td>In Turku for all</td> </tr> <tr> <td>Activity</td> <td>Every day</td> </tr> <tr> <td>Recommendable</td> <td>Very</td> </tr> </table>	Continuity	Continuous since 2011	Availability	In Turku for all	Activity	Every day	Recommendable	Very
Continuity	Continuous since 2011								
Availability	In Turku for all								
Activity	Every day								
Recommendable	Very								
Service languages	18 languages: Albanian, Arabic, Bosnian, Dari, English, Spanish, Chinese, Kurdish, Pashto, persian, Polish, Romanian, Swedish, Somali, Finnish, Thai, Estonian and Russian.								
Contact information	Linnankatu 55, Turku. Omar Abdi tel. 040-1759 582.								
Webpages	None								
Service / membership fee	Free								
Owner of service / provider*	City - bought from different associations								

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Migrant service, own language
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Name of Service	Spurtti	
Target Group	Southwest Finland based employers looking for recruitments inside EU, employees coming to Turku area, authorities dealing with labour-based migrants etc.	
Specifically / mainly		
Service Description	Spurtti-project serves employers who can't find their work force from Finland. Spurtti works closely with Employment and economic development office and EURES (European Employment Service).	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Continuous In Turku, for all Every day Very
Service languages	Finnish, english, swedish	
Contact information	TE-toimisto, Turku, Linnankatu. Project manager Ritva Lindström ritva.lindstrom(at)ely-keskus.fi; tel.050 396 0945	
Webpages	Google Spurtti	
Service / membership fee	Free	
Owner of service / provider*	Government/regional	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	work-based, employers
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Name of Service	Culture associations (umbrella organisation Sondip Ry)	
Target Group	Different cultures in Turku region	
Specifically / mainly		
Service Description	There are 86 associations which are put up mostly by migrants. For example albanian-association, kurds etc. Most are acting on their own and having great troubles with finding spaces. For example Turku mosque is split in many different places around town but they are still packed.	
Quality of service (subjective)	Continuity	On and of but pretty continuous
	Availability	For many
	Activity	Pretty active
	Recommendable	For culture peckish
Service languages	Many but mainly they try to speak Finnish	
Contact information	Through Sondip ry (which is an umbrella organization for culture associations) one can find more information. Sondip Ry Amiraalistonkatu 6 20100 Turku - Finland Puh:+358 22 30 2303 Mail: info@sondip.com	
Webpages	www.sondip.com	
Service / membership fee	Varies	
Owner of service / provider*	Non-profit mostly	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Cultures, migrants, umbrella organisation
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Name of Service	IESAF - International english speaking association Finland	
Target Group	International English Speakers' Association of Finland - is an established part of the community, which prides itself on being open and available to everyone.	
Specifically / mainly		
Service Description	IESAF - your first friend in Finland. As well as excursions, restaurant visits, picnics, sports outings and various beer-related activities, we also organise a number of family outings, charity events and play dates for those with children.	
Quality of service (subjective)	Continuity	Just starting in Turku
	Availability	For all, in a public pub for now
	Activity	Once a month
	Recommendable	Yes
Service languages	English	
Contact information	IESAF ry, PI 393 00121 Helsinki, Finland / Now also starting in Turku	
Webpages	http://www.iesaf.fi/	
Service / membership fee	Fees and sponsors	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	English speaking, fun, events
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Name of Service	Welcome to Turku! -Service Point	
Target Group	Anyone planning to move to Turku	
Specifically / mainly		
Service Description	Are you planning to move to Turku Region? Contact us, we will answer your questions.	
Quality of service (subjective)	Continuity	Continuous
	Availability	All
	Activity	When needed
	Recommendable	No experience
Service languages	English, Finnish, Swedish	
Contact information	Turku Region Development Centre Yliopistonkatu 27 a, 3rd floor 20101 Turku	
Webpages	www.turunseutu.fi	
Service / membership fee	Free	
Owner of service / provider*	Local authority	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	service point, migrants
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Name of Service	Turku International Rotary Club	
Target Group	Being an English-language Club it provides an opportunity for foreigners living in the Turku area to participate in the valuable work of Rotary International	
Specifically / mainly		
Service Description	Turku International Rotary Club is a dynamic, young club with 27 members from different cultures and backgrounds.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Continuous Foreigners living in Turku Thursdays at 17.00-18.15 No experience
Service languages	English	
Contact information	Thursdays 17.00-18.15 at the Brasserie Armada, Winter Garden Restaurant, Hotel Holiday Inn, Eerikinkatu 28, 20100 TURKU Tel: +358 (0)2 338 211	
Webpages	Google Turku international Rotary	
Service / membership fee	No info	
Owner of service / provider*	Non-profit	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Rotary, international
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Name of Service	suomi.fi - one adress for citizens' services	
Target Group	Suomi.fi is a one-stop service of Finnish public administration for citizens. The portal contains e-services and forms; information links; information packages; legislation; and news from public administration.	
Specifically / mainly		
Service Description	When you need information on public services or want to handle your affairs online, make Suomi.fi your starting point!	
Quality of service (subjective)	Continuity	Continuous
	Availability	Citizens of Finland
	Activity	On web
	Recommendable	Among other, yes
Service languages	Finnish, Swedish, English and 15 other in infopankki-web pages	
Contact information	The Suomi.fi editorial team works at the State IT Service Centre, which is a part of the State Treasury. Contact information for the Suomi.fi editorial team E-mail: suomifi(at)suomi.fi Telephone: 050 570 1389	
Webpages	www.suomi.fi	
Service / membership fee	Free	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Citizen services, web
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Name of Service	Finlandforum	
Target Group	Expats	
Specifically / mainly		
Service Description	Find information about moving to, living in and life in Finland (active forum)	
Quality of service (subjective)	Continuity	Since 2003
	Availability	All
	Activity	Very active. Members 30142, posts 415971
	Recommendable	Very
Service languages	English	
Contact information	http://www.finlandforum.org/	
Webpages	http://www.finlandforum.org/	
Service / membership fee	Free	
Owner of service / provider*	Non-profit	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Expat, web service, active
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Name of Service	Turku university international services (several)	
Target Group	The International services serve all of those who are on the move - either coming to Turku or going abroad. The job of the International Office is to aid students, teachers, and researchers in several international affairs, assisting in international academic and educational mobility etc.	
Specifically / mainly		
Service Description	We are responsible for the contracts and cooperation with our partner universities abroad. We assist in the funding for educational mobility for outgoing students, and also oversee the promotional materials on our exchange programmes available for incoming international students. Also very concrete help in any problems withing the exchange area.	
Quality of service (subjective)	Continuity	Continuous
	Availability	Exchange people
	Activity	Active
	Recommendable	Yes
Service languages	English	
Contact information	Turun yliopisto Rehtorinpellonkatu 4 A 20500 TURKU / Turku School of Economics building, Rehtorinpellonkatu 3, 1st floor	
Webpages	http://www.tyu.fi/in-english , http://www.esnuniturku.fi/ , http://www.utu.fi/en/university/administration/rectorsoffice/international_office.html	
Service / membership fee	Free	
Owner of service / provider*	Governmental, local, non-profit	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Exchange, ERASMUS, university
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Name of Service	Turku international school	
Target Group	English speaking children aged 7-18	
Specifically / mainly		
Service Description	Basic and high school education for english speaking children living in Turku region.	
Quality of service (subjective)	Continuity	Continuous
	Availability	See above
	Activity	Active
	Recommendable	Yes
Service languages	English, Finnish	
Contact information	Kraatarinkatu 4 20610 Turku. Head of school Mr Vesa Valkila Tel: +358 (0)400 523 093 Fax: + 358 (0)2 333 7800 E-mail: vesa.valkila(at)utu.fi Office: Turun normaalikoulu, 3rd floor, room H3007 Annikanpolku 9, 20610 Turku, Finland	
Webpages	http://www.tis.utu.fi/	
Service / membership fee	Free	
Owner of service / provider*	Government	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	International school
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Stockholm

Sweden

Name of Service	Language training by Global Expat Partners AB	
Target Group	Expatriates Diplomats Accompanying spouses Expat and diplomat families	
Specifically / mainly	Professionals and private individuals	
Service Description	Swedish classes are taught at the Global Expat Centre, "A Home Away From Home" or any other location suitable for the client. Tailor-made programs meets the linguistic and communicative needs of the participants and focus on the main topics that are important in day-to-day life situations. Participants are provided with the language tools they can actually use to make their workforce and stay in Sweden more productive and pleasant. - Private lessons can be booked at the most convenient time and place for the participant. - Group courses are offered twice a year for beginners and advanced learners, which take place at the Global Expat Centre and start in September and in February.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Odenplan weekly
Service languages	English, Swedish, Dutch, Danish and French	
Contact information	Global Expat Partners AB Odengatan 62, Stockholm E-mail: info@globalexpatpartners.com TEL: +46 (0)730 333 503	
Webpages	http://www.globalexpatpartners.com/	
Service / membership fee	Yes, 1 group course for free included in membership. Info available on website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language and cultural training, social and business networking, expats, and accompanying spouses.
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Name of	Language training by All-International Language Center AB
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Service	
Target Group	Expatriates Diplomats Executives Accompanying families
Specifically / mainly	Professionals
Service Description	Swedish for executives Language education can be run in a number of different ways and result in varying degrees of success. Courses: "Crash Course 60", "Intensive 6" or "Terminskurs".
Quality of service (subjective)	Continuity Year round Availability Stockholm Globen Activity daily/weekly Recommendable
Service languages	English and Swedish
Contact information	All-International Language Center AB Arenavägen 61 Box 10074, 121 27 Stockholm Globen Tel: 08 - 600 62 00 Fax: 08 - 600 05 70 E-mail: info@all-international.se
Webpages	www.all-international.se
Service / membership fee	Yes
Owner of service / provider*	Private company

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, expats, and executives.
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Name of Service	Language training by Folkuniversitetet	
Target Group	For people who wish to study Swedish for professional or personal reasons incl. students.	
Specifically / mainly	Professionals and private individuals	
Service Description	The courses are designed for adults with high demands on quality and professionalism. The aim of the courses is to develop all four language skills (reading, writing, speaking and listening) with the main emphasis on spoken communication.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly
Service languages	English and Swedish	
Contact information	Folkuniversitetet Kungstensgatan 45 BOX 6901 102 39 STOCKHOLM. TEL 08-789 42 00.	
Webpages	http://www.folkuniversitetet.se/STOCKHOLM	
Service / membership fee	Yes, available on website - download info sheet	
Owner of service / provider*	Kursverksamheten vid Stockholms Universitet	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, students, privates
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Name of Service	Language Training by Kockum communication	
Target Group	Individuals Groups Students	
Specifically / mainly	Private individuals	
Service Description	Making language instruction effective and convenient. All courses takes place at a workplace for on-site language training, in either groups or individually.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Solna weekly
Service languages	English, Swedish and German	
Contact information	Kockum Communication Illerstigen 22 170 71 Solna Tel. +46 (0)8660 2269 / +46 (0)736 3446 08 Stina@kockumcommunication.se	
Webpages	www.kockumcommunication.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training and translation.
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Name of Service	Language training by Richard Lewis Communication	
Target Group	Relocated staff of international companies	
Specifically / mainly	Expats	
Service Description	"Business Swedish" focuses on enhancing abilities in using the language in various situations, and using the language in professional roles in Swedish society and the commercial world. Also there is focus on skills and techniques such as oral communication, business Swedish and cross culture.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/daily
Service languages	Swedish and English	
Contact information	Richard Lewis Communication Tysta gatan 4 115 20 Stockholm +46 (0)73 600 46 44 +46 (0)8-753 22 22 annica@rlc.se	
Webpages	www.rlc.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language, communication, and cross culture.
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Name of Service	Language training by Berlitz	
Target Group	Professionals Private Students	
Specifically / mainly	All	
Service Description	Offers a comprehensive range of group and individual courses. - Swedish for Expats - Semi-Private Instruction - Business Class - Berlitz Teens - Berlitz Virtual Classroom	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Daily/weekly
Service languages	German, English, French or a language of your choice.	
Contact information	Berlitz Olof Palmes gata 23 SE-111 22 Stockholm Telephone +46 8 412 13 00 Fax +46 8 412 13 19	
Webpages	www.berlitz.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language courses, Intercultural training, communication, business and leadership.
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Name of Service	Language training by GMS Language Services	
Target Group	Expats Accompanying spouses and family	
Specifically / mainly	Professionals	
Service Description	A broad-based course focusing on the range of reading, writing, listening and speaking. This course can be everything from social conversation, general vocabulary (food, sports, weather, etc) to reading and writing skills.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round NA Weekly/Upon request
Service languages	Expatriate language and cultural training for any language/country	
Contact information	Only by information requirements on the website: http://www.gmsgroup.se/contact.html	
Webpages	http://www.gmsgroup.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language Training. Translation, Expats Training, Personal Coaching
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Name of Service	Language training by AAC Global	
Target Group	Professionals and private	
Specifically / mainly	Professionals and private individuals	
Service Description	Professionals: rapidly activate participants ability to use the target language at work. The training products consist of Language Skills at Work training sessions. Private: Focuses on developing language skills needed in general communication situations.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockolm Weekly/upon request
Service languages	Swedish and English	
Contact information	Erstagatan 1 F, plan 9, Stockholm Post address: P.O.BOX 4619 SE- 11691 Stockholm Tel. +46 8 462 6490 fax +46 8 462 6490 stockholm@aacglobal.com	
Webpages	http://portal.aacglobal.com/servlet/portal/en_en/kielikoulutus/index/index.tpl	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, translation, and communication.
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Name of Service	Language training by Medborgerskolan	
Target Group	Private individuals Students	
Specifically / mainly	Private individuals	
Service Description	Swedish language training - wide variety of courses, depending on location in the Stockholm area.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm and greater Stockholm Daily/weekly
Service languages	English and Swedish	
Contact information	Medborgarskolan Hagagatan 23, Box 19193 104 32 Stockholm Tel. 08-457 57 00 info.sthlm@medborgarskolan.se	
Webpages	www.medborgarskolan.se	
Service / membership fee	Yes	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Swedish language courses, variety of courses, for everybody, many locations in the Stockholm area.
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Name of Service	Language training by SFI Stockholm	
Target Group	In order to study SFI, one must be registered in Stockholm City and should have received full national registration number. One must have a residence permit and must be at least 16 years old.	
Specifically / mainly	immigrants, private individuals	
Service Description	SFI provides basic knowledge in Swedish and knowledge about Swedish society. One will also learn how to use computers as an aid in learning the language. If you already have a university degree from your native country, you can study Swedish for Academics. SFI has different professional specialisations for occupations such as child care, retail workers or truck drivers.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm and Greater Stockholm Daily/weekly
Service languages	Swedish and English	
Contact information	Visiting address: Hornsgatan 124, Stockholm SFI Stockholm 106 64 Stockholm info.SFCSFI@stockholm.se Telephone: +46 8 508 35 45	
Webpages	http://www.stockholm.se/ForskolaSkola/Svenskundervisning-for-invandrare-sfi/	
Service / membership fee	Free of charge	
Owner of service / provider*	Governmental	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	language training, private individuals, free of charge
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Name of Service	Language training by Stockholms Universitet	
Target Group	International students at Stockholms universitet. International students may apply for Swedish language training on condition that you are admitted to studies at Stockholm University through an exchange programme or an equivalent agreement (scholarship, doctoral candidate, visiting reseacher).	
Specifically / mainly	students	
Service Description	Swedish language training for exchange students is basically offered as self-studies with access to a limited number of tutorials in study-groups of approximately 20–30 students. Regular home-work and individual practice in the language Learning Resource Centre (Lärostudion) are compulsory. Classes are scheduled one or two afternoons or evenings per week.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockhom Universitet Weekly
Service languages	Swedish and English	
Contact information	Stockholm University, SE-106 91 Stockholm, Sweden Visiting address: Universitetsvägen 10 A Student Office, room D 624, D-building, 6th floor. Student counsellor: Mrs. Eva Bogren Website: www.nordiska.su.se/swe_international E-Mail: international@nordiska.su.se Phone: 08-16 34 74 (Mon. 9–10 and 16–17, Tue. 10–11, Thur. 9–10.)	
Webpages	http://www.su.se/english/study/courses/swedish-courses	
Service / membership fee	Free of charge	
Owner of service / provider*	Stockholm University	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	University, Swedish language training, for students at SU.
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Name of Service	Language training by Learn4good	
Target Group	Private individuals Professionals Expats	
Specifically / mainly	N/A	
Service Description	Swedish language classes are for all levels from beginner to advanced level. STUDYSWEDISH will focus on the type of language that is relevant to personal goals.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Daily/weekly
Service languages	English	
Contact information	Learn4Good Döbelnsgatan 65, 113 53 Stockholm Contact via website: http://www.learn4good.com/schools/sweden-stockholm-swedish-language-classes.htm	
Webpages	http://www.learn4good.com/schools/sweden-stockholm-swedish-language-learning.htm	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	language training
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Name of Service	Language training by Swedish Express								
Target Group	Private individuals Professionals Students								
Specifically / mainly	Students and private individuals								
Service Description	Private lessons: concentrate on the needs of the client Group lessons: Conversation, grammar and needs of the group. Normally no absolute beginners in the group courses. Most of the pupils have at least learned the most elementary parts of the Swedish language.								
Quality of service (subjective)	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Continuity</td> <td>Year round</td> </tr> <tr> <td>Availability</td> <td>Stockholm</td> </tr> <tr> <td>Activity</td> <td>Daily/Weekly</td> </tr> <tr> <td>Recommendable</td> <td></td> </tr> </table>	Continuity	Year round	Availability	Stockholm	Activity	Daily/Weekly	Recommendable	
Continuity	Year round								
Availability	Stockholm								
Activity	Daily/Weekly								
Recommendable									
Service languages	English, Swedish and German								
Contact information	Postal address: Schwedischexpress Ahrenbergsgatan 13 A 41673 Göteborg Sweden info@swedishexpress.eu								
Webpages	www.swedishexpress.eu								
Service / membership fee	Yes, available on website								
Owner of service / provider*	Private company								

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, students, private individuals.
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Name of Service	Language training by Studieförbundet	
Target Group	Private individuals and students	
Specifically / mainly	Private individuals and students	
Service Description	Focus on both written and spoken Swedish.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly
Service languages	Swedish and English	
Contact information	Postadress: Studieförbundet i Stockholm Box 6361 102 35 Stockholm Besöksadress: Norrtullsgatan 12 N Tel. 08-555 352 00 stockholm@studieförbundet.se	
Webpages	http://www.studieförbundet.se/stockholm/Nyfiken-pa/SprakLanguages/Swedish-courses/	
Service / membership fee	Yes	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training
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Name of Service	Cultural Training by MCD Managing Cultural Differences	
Target Group	Managers Management teams Project managers Young professionals International teams Virtual teams International project teams Employees and spouses	
Specifically / mainly	Professionals	
Service Description	Training individuals and groups on how to handle cultural diversity. Employee program: Managing Cultural Differences – Building on diversity Train the Trainers program: Managing Cultural Differences Efficiency and productivity: How to increase efficiency and productivity in my working teams How to be more confident in making my presentations in English How to improve my negotiating skills in English Practice sessions with individual and group applications of what has been taught	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/upon request
Service languages	English, German, French and Swedish	
Contact information	MCD Managing Cultural Differences Brunnsgatan 21, Stockholm, Sweden, Email: mcdinfo@managingculturaldifferences.com TEL. +46 (0) 8 24 25 51	
Webpages	http://www.managingculturaldifferences.com/en	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Cultural Training for professionals and spouses
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Name of Service	Cultural training by Key Corporate Training	
Target Group	Professionals in Sweden	
Specifically / mainly	Professionals	
Service Description	<p>Key's training in Cultural Awareness provides knowledge and understanding of the behaviours, values and expectations of other cultures. Key's training comes in workshops, seminars and lectures. They also provide cultural profiling of individuals and teams. Training in culture can take three main approaches</p> <ul style="list-style-type: none"> • a general overview of culture's impact on business behaviour • Swedish culture in relation to other cultures • the culture of a specific country, such as India, China or the USA 	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Year round</p> <p>Stockholm</p> <p>Upon request</p>
Service languages	English, German, Swedish	
Contact information	<p>Key Corporate Training, Kungsbron 2, 11th floor, 111 20 Stockholm, Sweden +46 (8) 31 55 16, key@keytraining.se</p>	
Webpages	http://www.keytraining.se/	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Communication, Culture, and Strategic Language Training
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Name of Service	Cultural Training and Communication by Global Expat Partners AB	
Target Group	Expatriates Diplomats Accompanying spouses Accompanying children	
Specifically / mainly	Professionals and private individuals	
Service Description	<p>The training covers the Swedish traditions and habits, the business culture as well as communication with the Swedes. Global Expat Partner's approach to cross cultural training is to give individuals practical tools to allow them to diagnose their own and others' cultures, to identify the gaps that are having an impact on their work, and to decide what to do about the differences.</p> <p>We take participants from cross-cultural awareness and understanding through to building respect for the differences and into developing new ways of working that reconcile cultural differences. The Cultural Training and Communication sessions are provided in group at the Global Expat Centre or private sessions, provided 'in-house' or at the Global Expat Centre.</p> <p>The Global Expat Centre Stockholm provides "A home away from home" for expatriates, Diplomats, and their accompanying spouses and families. A place where talents and their families on the move is guided as they settle into and live in their new environment.</p>	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Odenplan Daily/weekly/upon request
Service languages	English, Swedish, Dutch, Danish and French	
Contact information	Global Expat Partners AB Odengatan 62, Stockholm E-mail: info@globalexpatpartners.com TEL: +46 (0)730 333 503	
Webpages	http://www.globalexpatpartners.com/	
Service / membership fee	Yes, though group lessons are free of charge for members. Info available on website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language and cultural training, social and business networking, expats, and accompanying spouses & children.
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Name of Service	Cultural Training by BBI
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Target Group	International Businesses								
Specifically / mainly	Professionals								
Service Description	<p>Better Business international (BBi) is an intercultural communications company that offers language training courses, language tests, intercultural training courses and translation services. They help their customers enhance their core business by improving their communications, increasing awareness of their own business culture and that of others.</p> <ul style="list-style-type: none"> - Intercultural business and management training courses - Start-up packages - Introduction to another country - Working as a foreign manager in a another country - Intercultural seminars - business behavior and social rules - Presentation skills in English <p>The company is owned by Key Relocation Group (relocation company)</p>								
Quality of service (subjective)	<table border="0"> <tr> <td>Continuity</td> <td>Year round</td> </tr> <tr> <td>Availability</td> <td>Stockholm</td> </tr> <tr> <td>Activity</td> <td>Upon request</td> </tr> <tr> <td>Recommendable</td> <td></td> </tr> </table>	Continuity	Year round	Availability	Stockholm	Activity	Upon request	Recommendable	
Continuity	Year round								
Availability	Stockholm								
Activity	Upon request								
Recommendable									
Service languages									
Contact information	<p>BBi - Better Business International Gumshornsgatan 13, 114 60 Stockholm, tel: + 46 (0)8 122 091 30</p>								
Webpages	www.bbigroup.eu								
Service / membership fee	Yes								
Owner of service / provider*	Private company								

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Translations, Language training, Intercultural communication
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Name of Service	Cultural Training and communication by Itim Sweden	
Target Group	National and international corporations needing help with: - increasing effectiveness of international managers and teams - merges, integrating or wanting feedback on strategic requirements to reach organization's goals - personal guidance	
Specifically / mainly	Professionals	
Service Description	Itim delivers consultancy and training to national and international corporations. Courses: - Intercultural Management - Organisational Culture - Culture and Personality	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Upon request
Service languages	English, Swedish and Dutch	
Contact information	itim International / itim Sweden Sveavägen 98, 5tr 113 50 Stockholm Sweden T: + 46 8 212115 F: + 46 8 50596435 gigi.degroot@itim.org www.itim.org	
Webpages	gigi.degroot@itim.org	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Culture
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Name of Service	Cultural Training and communication by Human Entrance AB	
Target Group	Intercultural communication trainings are aimed at managers and employees who are interested in and work in an international context.	
Specifically / mainly	Professionals	
Service Description	<p>Train employees how to map, understand, communicate and integrate cultural differences and similarities in their daily work and social life.</p> <ul style="list-style-type: none"> - Relocation Training - Cultural Awareness Training - Intercultural Coaching - Re-patriation Training - Leading Multicultural Teams - Working across Cultures - Tailor-made trainings on client's request 	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Year round</p> <p>Stockholm</p> <p>Upon request</p>
Service languages	English	
Contact information	<p>Human Entrance AB Linnégatan 89C SE-115 23 Stockholm Sweden Phone +46(0)8 6626240 Fax +46(0)8 6795580 info@humanentrance.com</p>	
Webpages	www.humanentrance.com	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Relocation, Immigration, Global mobility, Intercultural communication
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Name of Service	Cultural training and communication by Berlitz	
Target Group	Company teams/employees doing regular business abroad - Expatriates on assignment abroad - Coaching for individuals - Multinational teams	
Specifically / mainly	Professionals and private individuals	
Service Description	Business communication skills, dynamic solutions for cultural competency, diversity and inclusive leadership training, business acumen and leadership coaching, in the areas of management, project management, coaching, intercultural skills and finance, for example.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Daily/weekly/upon request
Service languages	German, English, French or a language of your choice.	
Contact information	Berlitz Olof Palmes gata 23 SE-111 22 Stockholm Telephone +46 8 412 13 00 Fax +46 8 412 13 19	
Webpages	www.berlitz.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language courses, Intercultural training, communication, business and leadership.
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Name of Service	Cultural training and communication by Richard Lewis Communication	
Target Group	Training executives for global competence	
Specifically / mainly	Professionals	
Service Description	Cross Culture - an Introduction Cross Culture and Management Cross Culture and Business Communication Cross Culture and Customer Relations	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Upon request
Service languages	Swedish and English	
Contact information	Richard Lewis Communication Tysta gatan 4 115 20 Stockholm +46 (0)73 600 46 44 +46 (0)8-753 22 22 annica@rlc.se	
Webpages	www.rlc.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language, communication, and cross culture.
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Name of Service	Cultural training by GMS Language Services	
Target Group	Expats and accompanying families	
Specifically / mainly	Expats and spouses	
Service Description	Tips & Tools to communication across cultures incl. do's and don'ts of living and doing business in abroad.	
Quality of service (subjective)	Continuity	Year round
	Availability	NA
	Activity	Upon request
	Recommendable	
Service languages	Expatriate language and cultural training for any language/country	
Contact information	Only by information requirements on the website: http://www.gmsgroup.se/contact.html	
Webpages	http://www.gmsgroup.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Communication, expats and language training.
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Name of Service	Social and Business networking by International Women’s Club	
Target Group	Women. The IWC has a set of rules as to who is eligible to become a member, and applicants need to be sponsored by a member and/or approved by the Executive Board.	
Specifically / mainly	Private individuals	
Service Description	<p>The club’s purpose is to welcome newcomers to Stockholm and provide them with a platform for creating networks among the foreign and local communities. The other major activity is helping the needy internationally and locally. Every year the club organises three charity events in October, December and March. These charities are carefully chosen by the IWC’s Executive Board.</p> <p>The IWC’s philanthropic activities receive kind and generous support from the Swedish Royal family, Embassies and many companies.</p>	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/Monthly
Service languages	English	
Contact information	International Women’s Club of Stockholm Box 7301 103 90 Stockholm, Sweden	
Webpages	http://www.iwcstockholm.se/	
Service / membership fee	600 SEK - membership fee	
Owner of service / provider*	Foundation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Foundation, social and business networking, women, international.
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Name of Service	Social and Business networking by Global Expat Partners AB	
Target Group	Expatriates Diplomats Accompanying spouses Expat and diplomat families	
Specifically / mainly	Professionals and private individuals	
Service Description	Global Expat Partners organises a wide range of social events from outdoor activities to Embassy visits. At all events a guest speaker, professional in the field, will provide a presentation on a topic of interest for the international community. <ul style="list-style-type: none"> - International Coffee Mornings - Intercultural Exchange & Embassy visits - International Pot Luck - Outdoor Family Activities - Baby Group - Happy Hours Mingle - International Breakfast Morning - Company Visits 	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Odenplan Weekly/Monthly
Service languages	English, Swedish, Dutch, Danish and French	
Contact information	Global Expat Partners AB Odengatan 62, Stockholm E-mail: info@globalexpatpartners.com TEL: +46 (0)730 333 503	
Webpages	http://www.globalexpatpartners.com/	
Service / membership fee	Yes, available on website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language and cultural training, social and business networking, expats, and accompanying spouses.
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Name of Service	Social and business networking by Alliance Francaise de Stockholm	
Target Group	People who are interested in France and French culture	
Specifically / mainly	Private Individuals, students	
Service Description	A social group with monthly activities in Stockholm on French or Swedish topics.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Monthly
Service languages	Swedish and French	
Contact information	Postadress: Diana Schwarcz Sandhamnsgatan 12 11540 Stockholm, tel 08 - 66 22 735 info@alliancefrancaisesthm.com www.afstockholm.com	
Webpages	http://www.afstockholm.com	
Service / membership fee	Annualy membership fee: SEK 250,-	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	French, Swedish, network.
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Name of Service	Social and business networking by the American Women's Club	
Target Group	American Women	
Specifically / mainly	Private Individuals	
Service Description	The American Women's Club in Stockholm provides a sense of fellowship to Americans living abroad. The club sponsors activity groups, luncheons, holiday activities, museum tours, trips, evening events, and volunteer activities. The Club sponsors many activities including bridge, book clubs, gourmet cooking, networking, Swedish conversation, luncheons, gala dinners, seminars, dance lessons and museum tours.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/monthly
Service languages	English	
Contact information	Via their website or at e-mail: info@awcstockholm.org	
Webpages	http://awcstockholm.org/	
Service / membership fee	Yes, see website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Women, America, social, network.
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Name of Service	Social and business networking by The American Club of Sweden	
Target Group	Membership is open to those who: - take special interest in Club objectives - are closely identified with U.S. interests - have lived, worked or studied in the U.S.	
Specifically / mainly	Private Individuals	
Service Description	The American Club of Sweden is based on the principle of promoting the American spirit of hospitality and cooperation in Sweden. The Club's objective is to strengthen bonds between the United States and Sweden and today it is a gateway to understanding America and succeeding in the U.S.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Monthly
Service languages	English	
Contact information	The American Club of Sweden Box 163 46 SE-103 26 Stockholm Sweden +46 8-559 21 709	
Webpages	http://www.amclubsweden.org/	
Service / membership fee	Yes, annual membership fee, see website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Americans, social, business, network
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Name of Service	Social and business networking by The British & Commonwealth Association	
Target Group	Membership of The British & Commonwealth Association (BCA) is open for citizens or former citizens of the United Kingdom and other Commonwealth countries, their spouses or registered partners, former spouses or registered partners, and their children living in Sweden, after acceptance of membership application.	
Specifically / mainly	Private Individuals	
Service Description	<p>The role of the British & Commonwealth Association is to arrange activities and provide information for its members to help them develop social and cultural networks.</p> <p>The British & Commonwealth Association arranges events of general interest to its members and of special interest to smaller groups of members. In particular the BCA is aware of the differing needs of newcomers to Sweden, students, families with young children, the self-employed, singles and retired people, and attempts to cater to their special interests.</p>	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/monthly
Service languages	English	
Contact information	British & Commonwealth Association BCA Box 550 101 30 Stockholm	
Webpages	www.bca.nu	
Service / membership fee	Annual membership fee	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	British, social, network
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Name of Service	Social and business networking by Canadian Club	
Target Group	Canadians	
Specifically / mainly	Private Individuals	
Service Description	The purpose of the club is for Canadians to get together in a familiar cultural context	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Monthly
Service languages	English	
Contact information	info@canclub.org	
Webpages	www.canclub.org	
Service / membership fee	Annual membership fee	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Canada, social, network
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Name of Service	Social and business networking by Meetup	
Target Group	Expats, internationals, locals etc. All are welcome.	
Specifically / mainly	Private individuals	
Service Description	Meetup is the world's largest network of local groups. Organize a local group or find one of the thousands already meeting up face-to-face. Typical events are mingles, sports, dining, cultural events.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/monthly
Service languages	English	
Contact information	www.meetup.com/stockholmexpat/	
Webpages	www.meetup.com/stockholmexpat/	
Service / membership fee	Free of charge	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	local groups, Stockholm, expats, international, communication
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Name of Service	Social and business networking by Internations	
Target Group	Private Individuals Expats Students People living in another country but that of his/her origin	
Specifically / mainly	Expats, students	
Service Description	The international social networking service for expats and global minds worldwide. A community for expats by expats and other global minds where groups (online and face-to-face) are formed and assistance is exchanged among members. The organisation mainly organises events at public bars where expatriates meet upon payment of a fee.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/monthly
Service languages	English	
Contact information	InterNations GmbH Schwanthaler Straße 39 80336 Munich Germany Fax: +49 89 461 3324 99	
Webpages	www.internations.org	
Service / membership fee	Yearly membership fee	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Expats, students, social networking, online, face-to-face, international, various groups within all areas of interest.
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Name of Service	Social and business networking by ToStockholm	
Target Group	Expatriate families	
Specifically / mainly		
Service Description	Seasonal Activities a Personal introduction Culinary Events	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Yearly around Stockholm Following Activity calendar
Service languages		
Contact information	Jessica Dölling Gripberg +46 733 522756 gripberg@gmail.com	
Webpages	www.ToStockholm.com	
Service / membership fee	Payment per activity	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Seasonal activities, Culinary Events
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Name of Service	Spouse support by Global Expat Partners AB	
Target Group	Accompanying and expat spouses Expatriates Diplomats Expat and diplomat families	
Specifically / mainly	Professionals and private individuals	
Service Description	At the Global Expat Centre a team of international experts and volunteers works to ensure that expatriates and their spouses and families can ask questions and get a good start to their new life in Stockholm. Spouse support addresses 3 main area's 1) Study opportunities for the accompanying spouse 2) Job support for the accompanying spouse • Workshop on the Swedish company culture • Instructions on CV Writing • Interview training 3) Support on Well-Being A group of international psychotherapists provides workshops and support on wellbeing.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Odenplan Weekly/monthly
Service languages	English, Swedish, Dutch, Danish and French	
Contact information	Global Expat Partners AB Odengatan 62, Stockholm E-mail: info@globalexpatpartners.com TEL: +46 (0)730 333 503	
Webpages	http://www.globalexpatpartners.com/	
Service / membership fee	Free for members, information available on website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	spouse support, language and cultural training, social and business networking, expats, and accompanying spouses.
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Name of Service	Spouse support and well-being by Turning Point	
Target Group	Expats Expatriate spouses Private individuals Professionals	
Specifically / mainly	Private individuals, expatriate spouses, expats	
Service Description	Turning Point counselling center offers the international community of Sweden a range of services, such as personal development and coaching, as well as counselling and psychotherapy services. The workshops and groups evolve around the themes of Personal Development (Mindfulness and Winter Blues, as well as Natural parenting), and include themes of mutual support, such as our Dutch, French and English language 'nationals groups'. Workshops: - Parenting TCKs - Global couples - Global identities - Beat Winter Blues - Gestalt: International Connections	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Stockholm Weekly/Monthly
Service languages	Dutch, French and English	
Contact information	Turningpoint Sigtunagatan 4 11322 Stockholm info@turning-point.se Tel. +46(0)760 218488	
Webpages	www.eng.turning-point.se	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	
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Uppsala
Sweden

Name of Service	Language training by Uppsala University	
Target Group	Exchange students studying at Uppsala Universitet	
Specifically / mainly	Students	
Service Description	All exchange students are offered a course in basic Swedish that runs part-time during the semester and is worth 7,5 ECTS. This course consists of approximately 40 teaching hours.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Uppsala Weekly
Service languages	Swedish and English	
Contact information	Visiting and Postal Address: S:t Olofsgatan 10B Box 256 SE-751 05 Uppsala Student Service Office: E-mail:studentservice@uu.se Tel. +46 (0)18-471 47 10 (Mon-Fri 9:30-12:00 and 13:15-14:30)	
Webpages	http://www.uu.se/en/education/exchange/incoming/nominated/swedish_courses/	
Service / membership fee	Free of charge for exchange students	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language, exchange students, free of charge.
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Name of Service	Language training by Folkuniversitetet
Target Group	For people who wish to study Swedish for professional or personal reasons. Students Private
Specifically / mainly	Private individuals and students
Service Description	The courses are designed for adults with high demands on quality and professionalism. The aim of the courses is to develop all four language skills (reading, writing, speaking and listening) with the main emphasis on spoken communication.
Quality of service (subjective)	Continuity Availability Activity Recommendable
Service languages	
Contact information	Uppsala Folkuniversitetet Portalgatan 2 A 754 23 Uppsala, Tel. +46 (0)18-68 00 00 info.uppsala@folkuniversitetet.se
Webpages	www.folkuniversitetet.se/Om-Folkuniversitetet/In-English/Swedish-courses/Swedish-in-Uppsala/
Service / membership fee	Yes
Owner of service / provider*	Kursverksamheten vid Stockholms Universitet

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, students, privates.
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Name of Service	Language training by GLOSSA	
Target Group	Private individuals Students	
Specifically / mainly	Students and private individuals	
Service Description	Focus on practical language usage, which is based on active participation of learners. Students are given both oral and written tasks and work with teachers, in pairs and in groups.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Summer, July weeks Uppsala Daily
Service languages	English, Swedish and German	
Contact information	Lennart Grape/ Glossa 81 , rue du Kiem L-1857 Luxemburg Tel. +352 - 248 735 47 e-mail: contact@glossa-sweden.com	
Webpages	www.glossa-sweden.com	
Service / membership fee	Yes	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	language training, summer, 3 weeks programme in July, students.
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Name of Service	Language training by SFI Uppsala	
Target Group	You are entitled to attend SFI if you are: - a resident in Uppsala and have a permanent personal number - 20 years or more or have upper secondary school leaving certificate from your country - need basic knowledge in the Swedish language.	
Specifically / mainly	Immigrants, private individuals	
Service Description	SFI is a basic course in Swedish as a second language and an introduction to the Swedish society. The course is primarily intended for newly arrived adult immigrants and refugees but also persons staying in Sweden for a longer period of time.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Uppsala Daily/weekly
Service languages	Swedish and English	
Contact information	CVL, S:t Olofsgatan 11, Uppsala Tel. 018-727 22 10 email: via website: http://www.uppsala.se/Uppsalase/English-startpage/Tools/Contact/E-mail-to-Uppsala-kommun/?SendTo=eSkYNTnyTP5JoVdGdVpC6iuPfY/KKhgMpKpvckltAU0%3d&name=SFI	
Webpages	http://www.uppsala.se/sv/Uppsalase/English-startpage/Education/Swedish-for-immigrants/	
Service / membership fee	Free of charge	
Owner of service / provider*	Governmental	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, immigrants, private individuals, free of charge
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Name of Service	Language training by Medborgarskolan	
Target Group	Private individuals Students	
Specifically / mainly	Private individuals	
Service Description	Swedish language training - wide variety of courses, depending on location in the Uppsala area.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Uppsala Daily/weekly
Service languages	English and Swedish	
Contact information	Medborgarskolan Uppsala Hannesplanaden 1 753 19 Uppsala Tel. 075-24 40 100 uppsala@medborgarskolan.se	
Webpages	http://www.medborgarskolan.se/regioner/Region-Malardalen/Kommuner/Uppsala/	
Service / membership fee	Yes	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Swedish language courses, variety of courses, for everybody, many locations in the Uppsala area.
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Name of Service	Language training by Uppsala International Summer Session (UISS)	
Target Group	Students, working professionals such as interpreters, translators, teachers and business people.	
Specifically / mainly	Students	
Service Description	The program (for beginners to more advanced) offers a variety of lengths of courses, from the middle of June until the middle of August for 3, 6 or 9 weeks, and offer tailor made courses to fit the particular needs of different special interest groups. Swedish is taught 4 days a week, at least 5 hours a day. Besides the morning classes it is possible to take afternoon classes in conversation and grammar.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Summertime June-August Uppsala Daily
Service languages	Swedish and English	
Contact information	<p>Visiting address: Vuxenskolan Kungsängsgatan 12 Uppsala</p> <p>Postal address: Box 1972 75149 UPPSALA</p> <p>director@uiss.org Tel. +46 18 10 23 60 / +46 18 12 12 18 / +46 70 437 5866</p>	
Webpages	www.uiss.org	
Service / membership fee	Yes, available on website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, culture, social activities, students.
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Name of Service	Cultural training and communication by Vuxenskolan	
Target Group	Students, working professionals such as interpreters, translators, teachers and business people.	
Specifically / mainly	Students	
Service Description	In the afternoon you have the opportunity to learn more about Sweden and the Swedes and offer various cultural, historical and social studies.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Summer, June-August Uppsala Daily
Service languages	English	
Contact information	Visiting address: Vuxenskolan Kungsängsgatan 12 Uppsala Postal address: Box 1972 75149 Uppsala director@uiss.org Tel. +46 18 10 23 60 / +46 18 12 12 18 / +46 70 437 5866	
Webpages	www.uiss.org	
Service / membership fee	Yes, available on website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Language training, culture, social activities, students.
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Name of Service	Social and Business networking by Studenterkåren	
Target Group	The programme is intended for students of Uppsala University.	
Specifically / mainly	Students	
Service Description	The International Buddy Programme is a centralised buddy matching service for all international students coming to Uppsala. The main intention with this programme is to make sure that all new international students receive help and feedback by students at Uppsala University, both before, during and after they have settled in Uppsala.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Uppsala NA
Service languages	English and Swedish	
Contact information	Uppsala studentkår Övre Slottsgatan 7 753 10 Uppsala Telefon: 018-480 31 00 Fax: 018-480 31 29 E-post: reception@us.uu.se Internationellt ansvarig: Katja Hägg Tel: 018-480 31 05 int@us.uu.se	
Webpages	www.uppsalastudentkar.se	
Service / membership fee	Free of charge	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Social networking, students, international, studentbody, Buddy programme.
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Name of Service	Social and business networking by Internations	
Target Group	Private Individuals Expats Students People living in another country but that of his/her origin	
Specifically / mainly	Expats, students	
Service Description	The international social networking service for expats and global minds worldwide. A community for expats by expats and other global minds where groups (online and face-to-face) are formed and assistance is exchanged among members. The groups mostly meet up in a public bar where the participants pay for a visit to the group.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Uppsala Weekly/monthly
Service languages	English	
Contact information	InterNations GmbH Schwanthaler Straße 39 80336 Munich Germany Fax: +49 89 461 3324 99	
Webpages	www.internations.org	
Service / membership fee	Payment per visit of the group	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Expats, students, social networking, online, face-to-face, international, various groups within all areas of interest.
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Name of Service	Social and business networking by Alliance Francaise d'Upsalla	
Target Group	People who are interested in France and French culture	
Specifically / mainly	Private Individuals, students	
Service Description	A social group with monthly activities in Uppsala on French or Swedish topics.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Year round Uppsala Monthly
Service languages	French and Swedish	
Contact information	<p>Ordförande Michel Barbier 018-51 21 65 ordf.afupsala@gmail.com</p> <p>Vice ordförande Brittmari Ekholm 018-12 62 36 Brittmari.Ekholm@telia.com</p> <p>Sekreterare Denise Malmberg 018-26 11 59 denise.malmberg@gender.uu.se</p>	
Webpages	http://www.afupsala.se/	
Service / membership fee	Yes, available on website	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	French, Swedish, network.
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Riga Region

Latvia

Name of Service	Expat Latvia	
Target Group	Diplomats and qualified expatriates, arriving to Latvia	
Specifically / mainly		
Service Description	<p>Expat Latvia Private Limited is a company offering expatriates everything they need for relocation to Latvia. Processing of documents - processing of different formalities connected with the arrival and stay in Latvia;</p> <p>Finding a place of residence and settlement;</p> <p>Issues of finances and insurance – help to find the best services and solutions offered by the Latvian financial institutions.</p> <p>Personal and everyday situations – provide with options so that everyday issues can be solved as efficiently as possible.</p> <p>Leisure and entertainment – offer the clients the most exciting and interesting Leisure activities and entertainment facilities in Latvia.</p>	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Operates since 2011 Latvia</p> <p>Fee based services</p> <p>Almost only company in LV providing these kind of services</p>
Service languages		
Contact information	<p>SIA „EXPAT LATVIA”</p> <p>Palasta 10, LV-1050, Riga, Latvia</p> <p>E-mail: info@expatlatvia.lv</p> <p>Zanda Ozola Chief executive officer (CEO)</p> <p>Mob. +371 29274008</p> <p>E-mail: zanda.ozola@expatlatvia.lv</p>	
Webpages	www.expatslatvia.lv	
Service / membership fee	Fee based services, fee depending on service	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Relocation services
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Name of Service	SSE Riga Alumni association
Target Group	
Specifically / mainly	SSE Riga graduates
Service Description	Every person that has received a degree from SSE Riga automatically becomes a member of the Association. All members are tied into groups according to the graduation year and home country. Thus, a thorough network of alumni is created which helps to maintain valuable communication and cooperation between the graduates. SSE Riga has over 1,500 alumni worldwide which now serve in virtually every business specialty. Association promotes events with potential interest for graduates, shares success stories, operates job bank and entrepreneurs club and organizes social events.
Quality of service (subjective)	Continuity Availability Activity Recommendable
Service languages	
Contact information	Strēlnieku 4a, Rīga, LV-1010, Latvija; e-mail: alumni@alumni.lv
Webpages	www.alumni.lv
Service / membership fee	
Owner of service / provider*	Non-profit organisation

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	students, alumni association, networking
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Name of Service	Diplomatic Economic Club	
Target Group	Entrepreneurs, diplomats, NGOs, official bodies	
Specifically / mainly		
Service Description	<p>“Diplomatic Economic Club”, an informal association, hereinafter referred to as the Club, was established on the initiative of a group of diplomatic personnel and in accordance with international experience and practical activities of foreign trade-economic, diplomatic missions. Its mission is to develop and strengthen mutually beneficial relations between the business people of Latvia, organisations and enterprises abroad.</p> <p>One of the important problems of Club - the organization of favorable conditions for an establishment Business dialogue between businessmen, official bodies, professional associations, expansion of representation about opportunities and economic potential of regions of Latvia, an establishment of an atmosphere of mutual understanding and cooperation.</p>	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Operates since 2003 Latvia Ongoing activities
Service languages		
Contact information	Kipsalas str., 8, of. 163, Riga, Latvia LV-1048 Ph. +371 2924 18 70, +371 2959 18 47	
Webpages	www.dec.lv	
Service / membership fee	membership fee	
Owner of service / provider*	informal association	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	diplomats, network, entrepreneurship support
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Name of Service	International Women's Club of Riga	
Target Group	Expatriate women	
Specifically / mainly		
Service Description	<p>The Club hosts monthly luncheons at carefully pre-selected restaurants and invites members to attend and bring a guest if they wish. The lunches are nice affairs with deliciously prepared and presented meals. They are well attended and members use the opportunity to interact, socialize and network with each other. Once a month, the Club holds a Meet & Greet coffee which is yet another method of introducing new and existing members to each other, as well as to the Club's functions and activities in particular and Riga in general. It is also an excellent opportunity to meet in smaller groups and engage in more convivial discussions. Open to all Club members is the opportunity to participate in a varied range of activities sponsored by the club such as: cooking, young mothers, English conversation, Latvian conversation, German conversation etc.</p>	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Operates since 1992 Mainly Riga Regular activities
Service languages	English	
Contact information	IWCR, PO Box 281, Elizabetes iela, Riga, LV1010 board.iwcr@gmail.com	
Webpages	www.iwcr.lv	
Service / membership fee	membership fee 25LVL per year	
Owner of service / provider*	Non-profit organisation	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	expatriate, women
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Name of Service	Study in Latvia	
Target Group	Potential and existing students	
Specifically / mainly		
Service Description	<p>Information portal providing information on: Higher education in Latvia; Latvia at a glance; Practical study info; Scholarships; Erasmus for EU students; The Studyinlatvia.lv website is part of a campaign that aims to promote Latvian higher education and attract international students to Latvia. The website provides essential information about the higher education system, a searchable database of study programmes for international students and practical information about student life in Latvia. StudyinLatvia.lv is maintained and developed by the State Education Development Agency in partnership with Academic Information Centre and funded in part by the Euroguidance programme.</p>	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Since 2010</p> <p>On-line</p>
Service languages	English	
Contact information	<p>Valsts izglītības attīstības aģentūra (State Education Development Agency) Valņu iela 1 (3.-5.stāvs), Rīga, LV-1050 tālr.: 67814322 fakss: 67814344 e-pasts: info@viaa.gov.lv</p>	
Webpages	www.studyinlatvia.lv www.studies.lv	
Service / membership fee		
Owner of service / provider*	State Education Development Agency	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	students
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Name of Service	www.draugiem.lv	
Target Group	General public	
Specifically / mainly		
Service Description	One of the largest social networks in Latvia. Local "Face book", offering networking services, interest groups, music, etc. A portal for many different types of activities and mutual communication meant for wide public. In Latvia it is even wider used than international networking services.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	operating since 2004 on-line
Service languages	Latvian, Russian, English, Hungarian	
Contact information		
Webpages	www.draugiem.lv	
Service / membership fee	Free subscription, several paid services	
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	social network
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Name of Service	Riga Expat Dinner	
Target Group	Expats, residing in Riga	
Specifically / mainly		
Service Description	Riga Expat Dinner is a private initiative, providing meeting space and networking and leisure opportunities for expats living in Riga through the monthly organized dinner events. It has been operating for more than 20 years.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Long term initiative Riga Free of charge Yes
Service languages		
Contact information	https://www.facebook.com/pages/Riga-Expats/315505245157612	
Webpages	https://www.facebook.com/pages/Riga-Expats/315505245157612	
Service / membership fee	No	
Owner of service / provider*	Private initiative	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Expats, dinner, networking
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Name of Service	Expat-blog.com	
Target Group	Potential and residing expats	
Specifically / mainly		
Service Description	International expat site. Provides information on real life in Latvia through blogs by expats, the participative living in Latvia guide. Maintains expat community in Latvia through the friendly expat network Latvia and forum.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Long term International Free of charge
Service languages	English	
Contact information	http://www.expat-blog.com/en/destination/europe/latvia/	
Webpages	http://www.expat-blog.com/en/destination/europe/latvia/	
Service / membership fee	Free	
Owner of service / provider*		

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Expat forum, network, information
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Name of Service	Internations.org	
Target Group	Expats and potential expats	
Specifically / mainly		
Service Description	The InterNations international network Riga branch aims to support expats when moving to or settling in Riga: Connect with fellow expatriates in Riga, receive helpful advice and information about expat life in Latvia and join InterNations get-togethers to meet up with other expats from the international community in Riga.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Long term International Registration required
Service languages	English	
Contact information	http://www.internations.org/riga-expats	
Webpages	http://www.internations.org/riga-expats	
Service / membership fee	Free	
Owner of service / provider*	InterNations GmbH	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Expats, community, information, events, forum
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Name of Service	Erasmus Riga	
Target Group	Erasmus students	
Specifically / mainly		
Service Description	Local branch of the international Erasmus Students Network. Provides networking opportunities via Facebook page, information and highlights on Riga as well as organizes events for international students in Riga.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Long term, updates every scholar year International Free of charge, user initiative based
Service languages	Yes	
Contact information	https://www.facebook.com/esn.riga.7/about	
Webpages	https://www.facebook.com/esn.riga.7?fref=ts	
Service / membership fee	Free	
Owner of service / provider*	Erasmus Student Network	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Students, network, events, erasmus, riga
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Name of Service	News portals in English	
Target Group	Internationals residing in Latvia	
Specifically / mainly		
Service Description	News portals, providing regular news and information Latvia and other Baltic states in English. News portals cover latest political, economic, business, and cultural events in Estonia, Latvia and Lithuania.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Long term Baltics
Service languages		
Contact information	Baltic Times: Strelnieku 11-4, Riga LV 1010, LATVIA Tel.: (371) 6722 9978 Fax: (371) 6722 6041; Baltic News Network GmbH: Fred Zimmer, Gumpendorferstr. 18, 1060 Vienna, Austria, Phone: +436644023619, e-mail: fred.zimmer@bnn.lv; Baltic Course Lācplēša 57, Riga, +371 67284425, olga.pamuk@balticcourse.com; Baltic Review Dr. Ingvar Heinrich Lotc & Publicitas JSC, Nemencines pl. 8-13, 10102 Vilnius, Lithuania, Fax: (+370) 5 278 47 81, publicitas@news300.info	
Webpages	www.baltictimes.com bnn-news.com Baltic-course.com Baltic-review etc.	
Service / membership fee	n/a	
Owner of service / provider*	private companies	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	
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Name of Service	Latvia on Facebook	
Target Group	General public	
Specifically / mainly	Internationals	
Service Description	The one and only official Facebook page for Latvia. The goal of this page is to inform Facebook users all over the world about Latvia, using cool and interesting content.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Long term International Yes
Service languages		
Contact information	hello@ifyoulikelatviaatvialikesyou.com	
Webpages	https://www.facebook.com/IfYouLikeLatviaLatviaLikesYou	
Service / membership fee	no	
Owner of service / provider*	State Chancellery of Latvia	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Information, Latvia, facts, network
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Name of Service	www.rigastudents.com	
Target Group	Existing and potential students in Riga	
Specifically / mainly		
Service Description	Rigastudents.com is a private initiative providing assistance for the students in Riga city on education opportunities, accommodation. It operates the discount card for the members as well as have developed an international on-line students network based on Facebook. Initiative also is organising free time events for students. Services include: On-line information on Higher education in Riga, Accommodation offers, Living environment in Riga; Rigastudents member card, providing discounts; Leisure events; Facebook based social network	
Quality of service (subjective)	Continuity Availability Activity Recommendable	New service Riga Fee based service
Service languages	English	
Contact information	rigastudents.com	
Webpages	www.rigastudents.com	
Service / membership fee		
Owner of service / provider*	Private company	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	International students, housing, networking, events
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Name of Service	Latvian Institute	
Target Group	General public	
Specifically / mainly	Internationals	
Service Description	Besides other tasks Latvian Institute prepares and spreads general information about Latvia and also detailed information about themes concerning the state, land and nation. It also prepares and spreads informative materials about Latvia, creates and supports Latvia's official informative portal for foreign auditorium, offers information and consultations about issues in the competence of the Institute.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Long term Riga Official information source Yes
Service languages		
Contact information	address: Pils iela 21, Rīga, LV 1050, Latvia phone: +371 67503663 mobile phone: +371 29446674 fax: +371 67503669 e-mail: info@li.lv	
Webpages	www.li.lv	
Service / membership fee	Free	
Owner of service / provider*	Latvian Institute	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Information, facts, Latvia, promotion
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Name of Service	National Integration Centre	
Target Group	Internationals residing in Latvia	
Specifically / mainly		
Service Description	<p>Project based initiative, co-financed by EU is being carried out by the Ministry of Culture with the aim to establish the service platform for immigrants. At the moment on-line information base is available and upcoming services have been defined.</p> <p>On-line information available on:</p> <ul style="list-style-type: none"> - Marriage - Social guarantees - Place of residence - Employment - Education - Children education and childcare support - Health care - Psychological assistance <p>Expected services:</p> <ul style="list-style-type: none"> - legal adviser consultations; - social worker consultations - intensive Latvian courses; - qualification raising or requalification courses; - child care (during courses); - family events; - free advisory phone. 	
Quality of service (subjective)	<p>Continuity</p> <p>Availability</p> <p>Activity</p> <p>Recommendable</p>	<p>Project based</p> <p>Latvia</p> <p>Free of charge</p>
Service languages	English, Russian, Latvian	
Contact information	Nacionālais integrācijas centrs Kaļķu iela 11a, Rīga, LV-1050	
Webpages	www.integration.lv	
Service / membership fee	Free	
Owner of service / provider*	Ministry of Culture	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Integration, internationals, language, information
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Name of Service	Office of Citizenship and Migration Affairs	
Target Group	General public	
Specifically / mainly		
Service Description	The service pack includes the set of formalities required for residing and working in Latvia as well as acquiring Latvian citizenship. Information and services are available in Latvian, English and Russian in Riga and regional offices. Some of the services are available as e-services: Information on migration and citizenship; Residence permits; Work permits; passports and ID cards; Declaration of residence place; ID numbers; Visas and invitations.	
Quality of service (subjective)	Continuity Availability Activity Recommendable	Permanent Latvia Permanent Obligatory for all willing to reside in Latvia
Service languages	Mainly in Latvian, but basic information available in Russian and English	
Contact information	Ciekurkalna 1. linija 1, k-3, LV-1026, Riga. Phone +371 8300, e-mail: pmlp@pmlp.gov.lv	
Webpages	www.pmlp.gov.lv	
Service / membership fee	Official fees for permits issue	
Owner of service / provider*	State institution - Office of Citizenship and Migration Affairs	

*) ie. Governmental, Regional Authority, Local Authority, Foundation, Non-profit Organisation, Private company

Keywords	Residence permits, work permits, migration
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About the Expat-project

Expat-project (2012-2013) was co-financed by EU Central Baltic Interreg IVA Programme 2007-2013. Its ultimate aim is to make the Central Baltic Sea Region a more attractive destination, a more welcoming region to settle in, and a home to stay for international talents.

Human capital is one of the decisive factors that contribute to the high competitiveness of the Central Baltic Sea Region. In an interdependency world economy today, the regions and cities need to cultivate its human capital and to best retain the international professionals available at place in order to maintain and to increase its global competitiveness.

While Europe is a relatively attractive destination for highly skill immigrants, the Central Baltic Sea regions are not benefit fully from the international talents moving in and living here – nor are the internationals benefit from the opportunities the region should have on offer. The Expat-project addresses the factors that hinder the expats' smooth arrival and good quality of life in the Central Baltic Sea Region and developed methods and solution to improve the identified challenges, serving this way the interests of both the expats and the region as a whole.

The Expat-project conducted various research activities, includes best practice of soft-landing service models in Hague, Amsterdam, Stockholm and Toronto; three field studies on soft-departure services available in sourcing country in Shanghai, Seoul and Tbilisi ; an online questionnaire on the internationals' opinion of their quality of life and a pilot development of a virtual service platform for internationals. The project results are presented in a series of reports providing aforementioned benchmarking results, analysis and policy recommendations.

Expat-project partners:

- Uusimaa Regional Council, Finland (Lead Partner)
- Culminatium Innovation Ltd, Finland
- Laurea University of Applied Sciences, Finland
- Turku Science Park Oy LTD, Finland
- Regional Council of Southwest Finland, Finland
- City of Uppsala, Sweden
- Riga Planning Region, Latvia
- University of Latvia, Latvia
- Institute of Baltic Studies, Estonia
- eGovernance Academy, Estonia

More information:

www.expatproject.info

Terminology:

Expats refers to international knowledge workers, students and their families and spouses.

Contact	Carl-Johan Åkerblom
Organisation	Turku Science Park Ltd.
Address	Lemminkäisenkatu 14-18 C 20520 Turku
Phone	+358 40 746 4015
Email	Carl-Johan.Akerblom@turkusciencepark.com
Website	http://www.turkusciencepark.com

This report reflects the author's views and managing Authority of Central Baltic INTERREG IV A Programme 2007-2013 cannot be held liable for the information published by the project partners.