

## General Organisation of Programme Activities

### Part C

#### C1. General Organisation

***Please describe the structure at your institution for the implementation and organisation of European and international mobility (division of tasks, operational and communication methods).***

***Please provide the direct web link with the contact details of the international office (or equivalent) in your institution dealing with the implementation and organisation of European and international mobility:***

Metropolia has 11 members in International Services Team: Head of International Relations (HIR), Institutional Erasmus Co-ordinator (IEC), 8 full-time International Co-ordinators(ICs) and Assistant, International Relations (A,IR). There are seven international offices supporting student and staff mobility and IaH. Each IC deals with both incoming and outgoing students, in two fields with international training as well. The ICs manage agreements, communicate with DPs and partner institutions, create support material, organise information sessions and orientations. All student mobility processes are electrified. The IEC is the ECTS and Bologna expert at Metropolia. She applies and reports grants co-operating with the national agency. A,IR acts as the team assistant and main user of the mobility management database. She is the contact person with the student union and student tutors as well student housing organisations.  
<http://www.metropolia.fi/en/exchange-programmes/contact-information>

#### C2. Fundamental Principles

***Please explain the academic credit system and the methodology used to allocate credits to the different course units followed by your students abroad.***

***In addition, please provide the direct web link where the methodology is explained:***

The curricula of the Institution are competence-based, describing the expected learning outcomes for each degree programme and individual course unit. For reaching the described learning outcomes, the student is expected to commit himself/herself to a certain amount of work. This workload is defined as ECTS credits and it includes all the work needed to complete a course unit: contact teaching, preparation, traineeships, project work and independent learning. 60 ECTS credits (approximately 1,600 hours) are allocated to the workload of a full-time academic year. An academic year includes 40 working weeks in the Institution. An average number of working hours per week therefore is 40. The credits gained on exchange are recognised fully into the student's degree, provided that they have been included in the Learning Agreement. Students are advised to complete 30 ECTS per semester. <http://opinto-opas.metropolia.fi/information-on-metropolia/ectscredit-allocation-and-learning-outcomes/>

#### C3. When Participating in Mobility Activities - Before mobility

***Please explain if all courses taught at your institution are described in the Course Catalogue and in which languages.***

***In addition, please provide the direct web link to your Course Catalogue:***

Metropolia produces an on-line course catalogue, Study Guide; updated annually. It contains three parts: information on the institution, information on programmes (general description and description of each course unit) and general information for students, each described both in Finnish and English. The language of instruction is indicated for each course unit. In Finnish taught programmes a separate list of courses guided in English is provided.  
<http://study-guide.metropolia.fi>

***Please describe the institutional procedure for the approval and monitoring of inter-institutional agreements for study and teaching mobility and/or learning agreements in case of traineeships (work placements).***

The initiative to start co-operation comes from the need to find a partner in a certain subject area and/or country or region.

Co-operation can also start at a partner's initiative. The partner needs to have course offering that both complement and match our own offering. Well-structured webpages, efficient communication between partners, good support functions, extra-curricular activities are evaluated. Most often, there is a preparatory visit either by the IO or an academic. Alternatively, it can be an existing partner's recommendation. The approval procedures vary slightly between schools/faculties. After signing there is continuous monitoring which is collecting student feedback, exchange reports, feedback from partner's co-ordinator, ie regular communication between partners. This applies to study and training and placements supervision quality. Partner analyses are carried out at certain intervals. The aim is Metropolia-wide networks. Identifying core partners is in process.

***Please describe your institution's language policy for preparing participants for mobility, e.g.: course providers within or outside the HEI.***

***If possible, please provide the direct web link for your language policy:***

Every student participating in a mobility period has to fulfill a number of requirements including adequate language and communication skills. Metropolia offers language, communication and intercultural studies that provide the students and staff with the competences needed to succeed in working life and in mobility periods. An intercultural competence course for mobile students (3 ECTS credits) prepares Metropolia students for their mobility periods. Students are also encouraged to participate in supporting language courses organised by the host institutions. In addition to several courses taught at Metropolia, it also offers a grant of up to 80€ for preparatory language studies at another HEI or open university before the mobility period.

#### **C4. When Participating in Mobility Activities - During Mobility**

***Please describe mentoring and support arrangements for incoming mobile participants and outgoing students for study and traineeships.***

Info sessions for outgoing students are held regularly to help them make informed decisions before applying for exchange. Incoming participants are offered the Study Guide with information on the courses, accommodation, culture and other practical issues. All mobile participants (incoming and outgoing) will receive all key information in an orientation. All students have a mentor to assist in academic issues.

To foster integration the incoming participants are introduced to the student association and its activities and appointed a local student who helps the student from the airport to the accommodation and assists during the stay. Student well-being services are available on every campus by a professional multi-disciplinary team.

***Please describe your institution's language support for incoming students and staff with a minimum of 2-month mobility period.***

***If possible, please provide the direct web link for your language policy:***

Each semester survival courses in the Finnish language, culture and history (3 ECTS credits) are organised for exchange students. Staff can participate if needed. In these courses the students learn some basics of the language as well as useful phrases and small talk. Degree students in the programmes taught in English are provided with the Finnish as the 2nd language -courses. Outside Metropolia students can take Finnish courses at the University of Helsinki Language Center.

#### **C5. When Participating in Mobility Activities - After Mobility**

***Regarding the above two Charter principles, please describe the mechanisms your institution has in place to recognise mobility achievements for study and traineeships in enterprises. In addition, please provide the direct web link for this recognition procedure:***

The ECTS is applied in academic recognition. All the credits that the student earns during the mobility period and which were originally agreed on in the Learning Agreement are fully recognised as an integral part of the student's degree programme. Credit transfer is done with the same e-recognition procedure as with learning acquired elsewhere. <http://opinto-opas.metropolia.fi/en/information-on-metropolia/recognition-of-prior-learning/>. The DS is issued to the student incl. a record of the mobility period.

Metropolia provides the sending institution and the incoming mobile students with a Transcript of Records (title of the course unit, duration of the course unit, local grade and ECTS credits) within a month after the end of mobility.

***Please describe your institution's measures to support, to promote and to recognise staff mobility.***

Staff mobility is encouraged and measures have been taken to increase the appeal of exchange, e.g. tailor-made multicultural communication courses and training in teaching in a foreign language. IO distributes partner institutions' invitations in the intranet, and IO provides support material and information regarding staff mobility. Institutional financial support is available to cover part of the costs. Personal support is given.

After the mobility period the methods of dissemination (presentations, written reports, articles in newsletters) vary between

degree programmes.

The workload generated by the mobility is recognised in annual resources. Mobility is part of professional development, settled in the annual development discussions.

## **C6. When Participating in European and International Cooperation Projects**

***Please describe your institutional measures to support, promote and recognise the participation of your own institution's staff and students in European and international cooperation projects under the Programme.***

Projects are strongly encouraged as they provide opportunities for short student and staff mobility, for internationalisation at home and for international benchmarking and professional development of the staff. Project possibilities are promoted on the intranet. Calls for projects with a specific content are sent to the relevant target groups. The international office coordinates possibilities for internal sharing of information on successful applications and experiences. The Institution supports projects by allocating institutional and departmental resources for project planning and providing practical and administrative assistance. Results are disseminated on the intranet, on the website and in articles, newsletters and staff events.

## **C7. For the Purposes of Visibility**

Display the Charter and the related Erasmus Policy Statement prominently on the Institution's website.