# Hyria

# Customer service in tourism (tutkinnon osa)

**Toteutustapa:** Päivä
**Tutkinto:** Matkailualan perustutkinto
**Koulutusalat:** Palvelualat
**Hinta:** 0€

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## Kenelle tarkoitettu

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This training is designed for individuals looking to build a new career or gain a qualification in the tourism sector. If you're eager to work in dynamic, customer-focused tourism roles, this programme is an excellent pathway. A similar training programme is also available in Finnish.

During the training, you will learn to plan and deliver customer-oriented services that meet the needs of the tourism industry. The studies emphasize practical work situations, cooperation and responsible practices.

Applicants do not need to have an existing employment contract or prior work in the field, although these are considered an advantage during the application process. An applicant who has a permanent employment contract in a tourism-related workplace will be guided, when possible, to complete the qualification through an apprenticeship.

## Toteutustapa

The training is carried out as flexibly as possible through on-site and online studies, as well as workplace learning. Workplace learning is implemented in a work-life-oriented way in various companies within the field. Students demonstrate their skills in real tourism-related work tasks through competence demonstrations. If some of the required competences in a study module cannot be assessed through demonstrations, the student's competence will be individually supplemented and verified by other means.

## Aikataulu

The schedule for the on-site days will be clarified after the training begins. The training is carried out as flexibly as possible through on-site and online studies, as well as workplace learning.

The duration of the training is 8 months.

## Koulutuksen hinta

**Hinta:** 0€

**Students Covered by the Compulsory Education Act**

Education is free of charge for students covered by the Compulsory Education Act until the end of the calendar year in which they turn 20. The following are included free of charge:

- textbooks and other materials needed in instruction
- tools, clothing, and supplies required for instruction

- mandatory permits and qualifications included in the degree/training

The Compulsory Education Act mainly applies to individuals born in 2005 or later. More information about the Act can be found on the Ministry of Education and Culture's website.

**Other Students**

For other students, the education itself is also free of charge. However, costs may arise from the following:

- textbooks and other materials needed in instruction
- tools, clothing, and supplies required for instruction
- mandatory permits and qualifications included in the degree/training

**Tuition fee for non-EU/EEA citizens**

Due to amendments to the legislation on vocational education, studies will be subject to a fee for students who come to Finland from outside the EU/EEA area for the purpose of studying, starting from 1 August 2026. Read more about tuition fees on the guidance page.

## Tärkeää tietoa hakeutumisesta

At Hyria, student selection through continuous admission is evaluated across three areas, regardless of the field: Motivation, Study Readiness, and Work-life Skills. The scoring criteria include information assessed directly from the application, as well as items

evaluated through a separate aptitude test or interview.

The required language proficiency level for the field in question is B1.1 in both English and Finnish

## Valintaperusteet

**Hyria's continuous application student selection process is divided into three assessment areas, regardless of the field: *Motivation*, *Study Readiness*, and *Work-Life Readiness*.** The scoring criteria include information assessed directly from the application as well as elements evaluated through a separate aptitude test or interview. In addition, depending on the specific training or qualification, there may be one or more pre-assignments used to screen applicants before inviting them to an interview.

*Motivation* is assessed to understand why the applicant is seeking the training and to identify genuinely motivated students.

*Study Readiness* is evaluated to determine the applicant's ability to succeed in vocational education.

*Work-Life Readiness* is assessed to evaluate the applicant's suitability for the field and their general working-life skills.

Hyria's language of instruction is Finnish. Applicants must have language skills that meet the requirements of the field. If the applicant's native language is not Finnish, their language proficiency must be demonstrated through a language test or an equivalent certificate.

**Language Test**

The required language proficiency level for the field in question is **B1.1**.

You will receive an invitation to a face-to-face interview where your language skills will be tested in case you cannot demonstrate the skills with one of the following:

- YKI certificate with a score of 3
- National Certificate of Language Proficiency (Valtionhallinnon kielitutkinto) with the grade *Good*
- A TUVa or integration training (KOTO) language certificate less than 3 months old, showing proficiency level B1.1
- Finnish basic education certificate with S2 studies graded at least 8
- Finnish-language upper secondary school diploma
- A vocational qualification completed in Finnish

Send the certificates proving your language skills online. Go to hyria.fi/yrityksille/yritystietoja. You will find instructions under the heading **Sending secure email**. Send the attachments via secure email to **hakemusliitteet@hyria.fi**. Do not use regular email.

You will then receive an email informing you whether your certificates are sufficient to prove your language skills or whether you must take the language test.

If sending secure email is not successful, contact **hakijanpalvelut@hyria.fi,** tel. **020 690 159**
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Language tests are held every month on the Wednesday of odd-numbered weeks from 14:00 to 16:15. The location will be provided in the invitation.

## Koulutuksen rakenne

The aim of the training is to complete one unit of the Vocational Qualification in Tourism: Tourism Customer Service, 40 ects

## Peruutusehdot

We will inform applicants personally about receiving a study place. A cancellation can be made no later than 14 days after receiving the notification of admission. If the training begins within this period, the right to cancel ends when the training starts. Cancellation must be submitted by email to **hakijanpalvelut@hyria.fi**.

For fee-based trainings, we will charge the full student fee if the admitted student does not attend and has not submitted a cancellation notice. The student fee will not be refunded if the student discontinues the training.

The cancellation terms do not apply to apprenticeship students.

The educational institution reserves the right to modify the content of the training, reschedule it, or cancel the training.

## Lisätietoja koulutuksesta

Lisätietoja saat Opetushallituksen ePerusteet -palvelusta:

- Matkailualan perustutkinnon perusteet

## Työttömyysetuudella tuettu

Koulutus soveltuu myös työttömyysetuudella opiskeleville. Selvitä, täyttyvätkö työttömyysetuudella opiskelun ehdot osaltasi. Ota yhteyttä omaan työllisyysalueeseesi ennen opintoihin hakeutumista. Lisätietoja työttömyysetuudella opiskelusta.

## Lisätietoja:

Hakijan palvelut
Puhelinnumero
020 690 159
Sähköposti
hakijanpalvelut@hyria.fi

- Ota yhteyttä
- Lue lisää

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- Ota yhteyttä