Strategy of the Finnish National Agency for Education 2024–2027
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Foreword

This Strategy of the Finnish National Agency for Education sets out the goals and guidelines for our work 2024–2027. It was drawn up in close cooperation with stakeholders and the entire staff of the Agency. Our goals contribute to the implementation of the policies defined in the Government Programme and by the Ministry of Education and Culture.

Our mission is passion for learning and our vision is that everyone can grow to achieve their full potential. As a national expert agency, we develop and provide services for early childhood education and care, education and training, lifelong learning and internationalisation. The task of the Finnish National Agency for Education and the education system as a whole is to guarantee that it is possible for everyone to acquire sufficient knowledge and skills to fully participate in a diverse society. This also means that everyone has the opportunity to participate in international cooperation and strengthen their global competences, regardless of their background.

Our strategy has been created at a time of large-scale global crises, ranging from a pandemic to climate change, and society being challenged by increasing inequality, exclusion and a decline in mental health. Confidence in the future and in the value of education as well as equal opportunities to learn and grow lay the foundation for a well-functioning society.

Our societal impact goals for the years to come reflect the ways in which we want to influence society and respond to these challenges. We aim to raise the level of education and competence, increase equity, equality and inclusion, promote internationalisation and Finland’s global cooperation, and strengthen wellbeing, sustainability competence and confidence in the future. Internationalisation is part of everything we do, and we will leverage digitalisation to promote everyone’s equal opportunities to learn and develop. No one can tackle the greatest societal problems in the field of education alone, which is why we aim to further strengthen our cooperation with our stakeholders.

To make our expertise and services available to society at large, we have also set goals for ourselves as an organisation. These goals guide us to be more dialogue-based, take more initiative and focus on the customer to a greater extent. They also contain the pledge of basing our work on common principles and enhancing wellbeing in our work community. This will help us ensure that we are a good and desirable employer also in the future, when the competition for labour has intensified.

This strategy summarises our goals and the way we work, but at the same time it is a document that is subject to modification. The world is changing, and we must be prepared to adapt and respond to new challenges and opportunities. While this strategy serves as a compass on our journey, it can also be updated when needed.
OUR VISION  Everyone can grow to achieve their full potential.

OUR MISSION  Passion for learning! As a national expert agency, we develop and provide services for early childhood education and care, education and training, lifelong learning and internationalisation.

THE WAY WE WORK  We work together in an open, effective and responsible way for the benefit of the learner.
Objectives

OUR SOCIETAL IMPACT GOALS
Increased level of education and competence.
Increased equity, equality and inclusion.
Increased internationalisation and global cooperation.
Enhanced wellbeing, sustainability competence and confidence in the future.

OUR ORGANISATIONAL GOALS
We create conditions for knowledge-based societal debate and decision-making.
We take on a stronger role as a provider of digital services.
Our leadership is consistent and based on dialogue.
We ensure a smooth customer experience and service paths as well as effective stakeholder cooperation.
We create a thriving and learning work community.
We proactively ensure that our finances are in balance and that our funding is sustainable.
Our societal impact goals
Our societal impact goals

**Increased level of education and competence**
- We work for better learning outcomes and a higher level of education for learners.
- We strengthen high-quality education, teaching, knowledge and skills, and continuity in learning.
- We develop leadership in education and the competences of staff.
- We support the strengthening of basic skills to ensure that everyone achieves a sufficient basic level.

**Increased equity, equality and inclusion**
- We promote learners’ educational equity and the accessibility of education. We work to reduce differentiation in learners’ knowledge and skills.
- We improve opportunities for individual educational pathways.
- We develop education to respond to working life needs and further the balance between labour market supply and demand.
- We encourage learners to participate in society and be active citizens.

**Increased internationalisation and global cooperation**
- We strengthen international cooperation, competence and mobility through the Erasmus+ programme and other programmes we are responsible for, in order to give an increasing number of learners opportunities to participate in international activities and strengthen their international competence, regardless of their background.
- We increase awareness of Finland among international students and build consistent services to attract an increasing number of potential foreign applicants to study, graduate and stay in Finland to work.
- We support the participation of organisations in the educational field in international cooperation and education exports.
- We promote opportunities for Finns to participate in global EU cooperation and the programmes in our field that strive for this goal.
- We promote sustainable internationalisation and ecologically responsible mobility in everything we do.

**Enhanced well-being, sustainability competence and confidence in the future**
- We strengthen learners’ confidence in education and the future.
- We improve the attraction and retention of the education sector together with stakeholders and education providers.
- Through multidisciplinary cooperation, we support an operating culture that promotes learners’ healthy development and wellbeing as well as leadership in relation to student wellbeing in schools and educational institutions.
- We promote sustainability competence.
- We promote a physically active lifestyle among all age groups.
Our organisational goals
Our organisational goals

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We create conditions for knowledge-based societal debate and decision-making

- We strengthen leadership, development and decision-making by using information systematically and through research cooperation.
- We actively highlight themes relevant to our work and respond rapidly to the initiatives of others.
- We proudly and actively share reliable and up-to-date information with our customers, the media and decision-makers.
- We ensure that it is easy for our stakeholders to find information that is relevant for them in a usable format.
- We take on a stronger role in society through long-term and consistent communication, so that our target groups understand our role and our responsibilities.

We take on a stronger role as a provider of digital services

- We make use of our full professional competence to offer digital services with a greater impact.
- Our digital services promote smooth information flow between different users.
- We build reliable and secure digital services.
- We take advantage of automation and artificial intelligence in developing our services.

Our leadership is consistent and based on dialogue

- Management at the Finnish National Agency for Education is based on dialogue and close participation in the work community.
- We aim to share our responsibilities in a fair and even way to ensure wellbeing at work. Our job descriptions are transparent and clear.
- Our supervisory work is based on open dialogue, up-to-date communication, equal treatment and knowledge-based management.
- We assist managers by providing up-to-date and clear guidelines and collegial support as well as by providing opportunities for them to develop their personal competences.
- We manage our organisation based on jointly agreed operating models. Our management is based on a shared management system, good administration and common practices. To attain our strategic goals, we use a model of management by objectives.
Our organisational goals

We ensure a smooth customer experience and service paths as well as effective stakeholder cooperation

- We offer clear service paths and content to support our customers’ success.
- We increase the use of time- and location-independent digital services and provide customers with the opportunity to choose the service channel that is best suited for their needs.
- We develop our services and activities with a focus on the user and use service design.
- We ensure that we have adequate competences and tools for effective interaction with customers and stakeholders.
- We consistently manage and measure customer experience.

We build a thriving and learning work community

- The Finnish National Agency for Education’s impactful work is carried out by satisfied and thriving employees. This is also reflected externally to our stakeholders and customers.
- We work flexibly, both in the office and remotely.
- We share and actively assume responsibility for wellbeing in the work community. We support coping at work and take different living situations into account.
- We include a higher degree of physical activity in our working day.
- We encourage a sense of community and treat each other fairly and with respect and appreciation.
- We learn together and from each other.
- We recognise our future competence needs and develop our professional skills in a goal-oriented manner.

We proactively ensure that our finances are balanced and that our funding is sustainable

- Our financial management is based on proactive planning and predictive reporting. To support this, we develop digital tools.
- We plan and anticipate our future resource needs carefully in proportion to our objectives. We act responsibly, among other things, in the form of critical consideration and bold prioritisation.
- Our goal is to reduce fragmented, short-term funding by planning more consistent and long-term funding together with our co-financiers.
- We use a joint project management model and rely on proactively securing funding, budgeting and resources.
- We develop our understanding of financial information to ensure correctness and smooth information flow relating to financing.