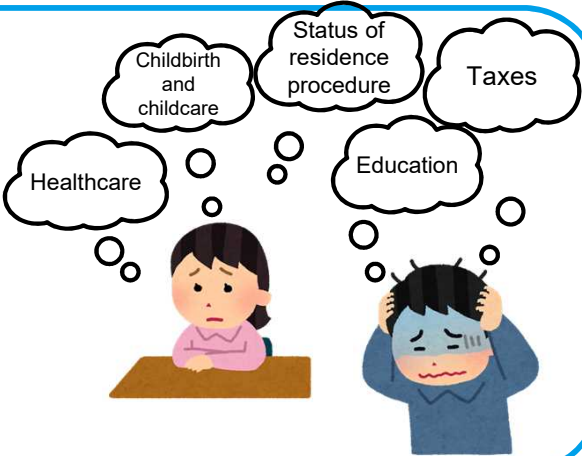


Background

In order to realize a society that has harmonious coexistence with foreign nationals, it is necessary to support foreign nationals who have problems in their lives and enable them to stay in Japan in a stable and continuous manner and demonstrate their abilities



Based on the Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals, we considered the content of the training program in FY2023, and from FY2024 we will implement the training and certification of Support Coordinator for Foreign Nationals



What is a Support Coordinator for Foreign Nationals?

A Support Coordinator for Foreign Nationals is "a human resource who provides consultations to foreign nationals<sup>(Note 2)</sup> who have problems in their lives<sup>(Note 1)</sup> using their expert knowledge and skills, supports such foreign nationals with liaison and coordination with partners and leads them to solutions<sup>(Note 3)</sup>, and provides information to prevent problems occurring in their lives."

- (Note 1) Refers to problems faced in their daily, social, or professional lives.
- (Note 2) Includes individuals who have roots in foreign countries regardless of their nationality.
- (Note 3) Includes guidance to enable people seeking a consultation to independently solve their own problems.

Consulting support

Preventive support



Intended targets for training program\*

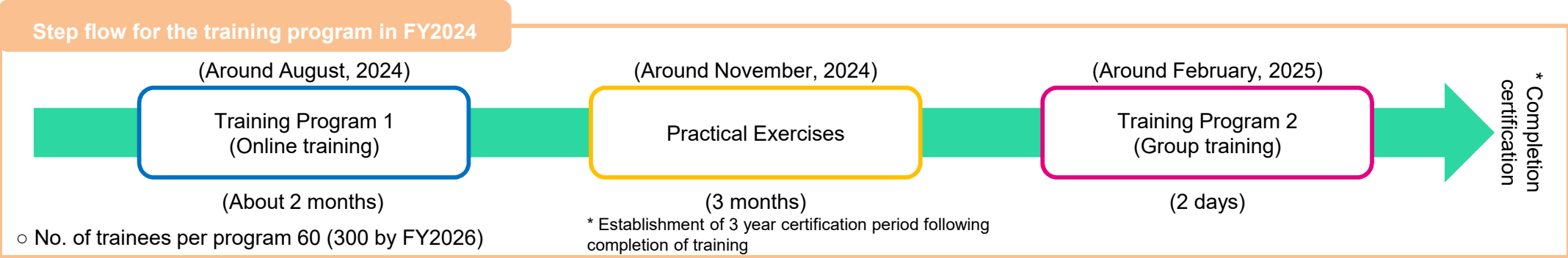
Personnel who are currently engaged with responding to consultations at consulting counters for foreign nationals operated by the national government, local governments, or other organizations mandated by either of the former two, and who have actual work experience for a certain amount of time in consultation services

\* Nationality is not a concern as it is assumed that the intended targets will include people who hold a foreign nationality.

Scan here for Report on Discussions



# Step Flow for Training of Support Coordinator for Foreign Nationals and Matters to be Addressed from FY2024



**Training Program 1 (Online training)**

- Classes on basic knowledge and skills that need to be acquired in the training program (about 60 hours (of classes))

On-demand format

| Items | Knowledge and skills that need to be acquired in the training program                                                                                  |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| A     | Significance of the deployment of Foreign National Support Coordinators                                                                                |
| B     | Knowledge for accurately assessing the statuses of residency of foreign nationals                                                                      |
| C     | Knowledge for understanding different cultures and values                                                                                              |
| D     | Knowledge and skills for responding to consultations from foreign nationals on complex, multi-layered issues and guiding them to appropriate solutions |
| E     | Knowledge for swiftly referring foreign nationals to appropriate sources of assistance                                                                 |

**Practical Exercises**

- Application of basic knowledge and skills acquired in Training Program 1<sup>(Note 1)</sup> (at the workplaces of trainees)
- (Note 1) Work on set assignments while consulting with superiors at the workplace and the lecturers, etc.
- Reporting on progress of efforts
- Assignment reports

**Training Program 2 (Group training)**

- Case studies and group discussions
- Completion test

**Matters to be addressed from FY2024**

- Discussions on a certification system for highly-skilled support professionals
- Consideration for remedial measures to ensure that proper recognition is received and that working conditions correspond to the expertise of staff
- Holding of case study workshops for those who have completed the training program
- Consideration for measures to improve the environment for accepting foreign nationals

- Efforts for publicizing the activities of Support Coordinators for Foreign Nationals
- Assessment and revision of content and methods, etc., of the training programs
- Expanding intended targets, scale, and activities of the training programs based on the availability of lecturers
- Approaches to training for certification renewal