

Approaches to the Training of  
Support Coordinator for Foreign Nationals

Report on Discussions

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Committee on Approaches to the Training of Support Coordinator  
for Foreign Nationals

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## Introduction

At the end of 2019, the number of foreign residents<sup>1</sup> in Japan stood at around 2.933 million. After a temporary decline due to the COVID-19 pandemic, the figure rose again to a record high of 3.224 million at the end of June 2023 (149,000 more than a year earlier). That is a significant increase from the 1.282 million foreign residents over 3 decades ago at the end of 1992 and from 2.034 million over a decade ago at the end of 2012, and this number is expected to further increase in the future (Reference Material 1).

Up until now, local governments, in particular governments that have concentrations of foreign nationals, have been implementing a range of measures for coping with a continuously increasing foreign resident population. In 2018, the government determined its Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals<sup>2</sup> and it has been stepping up efforts to realize a society that has a harmonious coexistence with foreign nationals. (For the transition in efforts to realize a society that has a harmonious coexistence with foreign nationals, refer to the Roles of Professionals Who Coordinate Comprehensive Support (Report on Discussions) (hereinafter referred to as the "FY2022 Report on Discussions")). Following this, the Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (FY2020 Revision) (hereinafter referred to as the "Comprehensive Measures (FY2020 Revision)")<sup>3</sup> called for measures for the development of professionals who coordinate comprehensive support for foreign nationals and the Immigration Services Agency began such a study.

In regard to the training and certification of professionals who coordinate comprehensive support for foreign nationals (hereinafter referred to as "Support

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<sup>1</sup> Foreign residents refer to mid to-long-term residents and special permanent residents.

<sup>2</sup> Approved by the Ministerial Conference on Acceptance and Coexistence of Foreign Nationals on December 25, 2018 (hereinafter referred to as the "Ministerial Conference"). Revised annually.

<sup>3</sup> Decision of the Ministerial Conference on July 14, 2020.

Coordinator for Foreign Nationals"), the Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (hereinafter referred to as the "Roadmap") is considered to be a concrete measure pertaining to four key points<sup>4</sup> (① initiatives such as Japanese language education for smooth communication and participation in society; ② disseminating information to foreign nationals / strengthening consultation systems for foreign nationals; ③ support for each life stage and life cycle; and ④ initiatives to establish the foundation of a society of harmonious coexistence). It positions important measures for bringing to life the Three Visions ("Safe and Comfortable Society", "Diverse and Vibrant Society", and "Society that Respects Individual Dignity and Human Rights") and achieving the aimed-for harmonious coexistence with foreign nationals.

That is to say, Support Coordinator for Foreign Nationals are expected to provide necessary information for foreign nationals<sup>5</sup> to solve problems in their lives (such problems refer to those faced in their daily, social, or professional lives. The same shall apply hereinafter.) by swiftly finding out about available support services and the correct course of action as well as unleashing their potential during their steady, continuous residency in Japan. Coordinators are also expected to draw on their expertise and skills to guide foreign nationals who are facing problems in their lives to receive proper assistance to solve them, and moreover they are to play a role in contributing to the development of an environment that accepts foreign nationals. Training and certification for such specialists to play active roles will contribute toward the realization of the Three Visions.

Support Coordinator for Foreign Nationals are tasked with supporting foreign nationals as described above. The effects of their assistance will influence

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<sup>4</sup> Measures 4, 30, 65, and 86 defined in the Roadmap.

<sup>5</sup> Note that the foreign nationals to be supported by Support Coordinator for Foreign Nationals are defined as individuals who do not possess Japanese nationality as well as individuals who have roots in foreign countries regardless of their nationality.

Japanese society in various forms as well as support the realization of a society that has a harmonious coexistence with foreign nationals.

Thus, in October 2022, the Immigration Services Agency convened the Committee on the Roles of Professionals Who Coordinate Comprehensive Support for experts and agency personnel in order to discuss the expected roles, skills, training, and other matters related to professionals who coordinate comprehensive support for foreign nationals.

In FY2023, based on the Roadmap and the FY2022 Report on Discussions, the Committee on Approaches to the Training of Support Coordinator for Foreign Nationals (hereinafter referred to as the "Training Committee") was established with the aim of examining matters pertaining to the implementation and operation of training programs, the promotion of the assignment of trainees who have completed training, and approaches to a certification system for highly-skilled support professionals (Reference Materials 2, 3, and 4).

Taking into account the results of the study conducted in FY2022, the Training Committee discussed approaches for training Support Coordinator for Foreign Nationals and issues that should be considered over the medium- to long-term, and compiled the results into this report. The Training Committee conducted the hearings with the relevant parties, in particular local governments and other related organizations for its examination (Reference Material 14).

Based on this report, training programs will be implemented from FY2024. In addition, the Training Committee will continue to examine approaches for training Support Coordinator for Foreign Nationals and issues that should be considered over the medium- to long-term.

Obviously, approaches for training must be constantly reviewed in accordance with the evolving circumstances foreign nationals face and the social landscape.

## **Chapter 1 Basic concepts**

### **1. Background of reviews up to FY2022**

As described above, and in relation to the training and certification of Support Coordinator for Foreign Nationals, the Comprehensive Measures (FY2022 Revision) in July 2020 included a policy to consider measures to promote the development of professionals who coordinate comprehensive support for foreign nationals, and in response thereto, a study was duly initiated by the Immigration Services Agency.

Moreover, the first basic survey on foreign residents conducted in September that same year revealed<sup>6</sup> that many foreign nationals responded that they do not know with whom to consult or how to obtain necessary information. The Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (FY2021 Revision) in June 2021<sup>7</sup> called for a study on measures for the development of professionals who coordinate comprehensive support for foreign residents in reference to the findings of the Basic Survey on Foreign Residents in FY2020.

Professionals who specialize in providing consultations for foreign nationals were also discussed by the Meeting of the Advisory Panel of Experts for the realization of a Society of Harmonious Coexistence with Foreign Nationals (hereinafter referred to as the "Advisory Panel Meeting") that meets for the purpose of exploring an ideal form of a harmonious coexistence society with foreign nationals and its medium- to long-term issues to be addressed to build such a society, and offering opinions to the

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<sup>6</sup> According to the Basic Survey on Foreign Residents in FY2020 (conducted in September 2020), the most frequent problem encountered by respondents in their attempts to consult with public agencies apart from "Nothing in particular" was indicated by the answer "I did not know who to consult" (31.4%). Regarding problems associated with the COVID-19 pandemic or natural disasters, the most frequent response apart from "Nothing in particular" was "I do not know or did not know where to access reliable information" (20.2% and 12.6%, respectively).

<sup>7</sup> Determined at the Ministerial Conference on June 15, 2021.

Ministerial Conference. In November of the same year, the Advisory Panel Meeting submitted a proposal: The Ideal Form of a Harmonious Coexistence Society and its Medium- to Long-term Issues (hereinafter referred to as the "Opinion Paper") to the Minister of Justice, the co-chair of the Ministerial Conference. In this proposal, the Advisory Panel Meeting recommended a study on desirable systems for addressing the challenges faced by foreign nationals, which should be conducted in coordination with relevant agencies and with a solid understanding of the various types of support being provided, while seeking expert opinions regarding a system for the certification of professionals who coordinate comprehensive support.

Taking into account the Opinion Paper submitted by the Advisory Panel Meeting, in June 2022, the government determined the Roadmap at the Ministerial Conference. Within this, it was determined that by the end of the FY2026, training needed to develop Support Coordinator for Foreign Nationals would be implemented to secure the expertise of these human resources and raise their social recognition level. At the same time, approaches toward certification systems for highly-skilled support professionals would be considered and a conclusion reached.

In FY2022, the roles and qualifications, etc., of experts, etc., and relevant personnel were considered, and the results were compiled and published as the FY2022 Report on Discussions<sup>8</sup>.

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<sup>8</sup> Published on April 14, 2023 (<https://www.moj.go.jp/isa/content/001398442.pdf>).

## **2. Considerations for FY2023**

In the FY2022 Report on Discussions, "Shortage of qualified staff," "Difficulty finding qualified personnel," "Poor access to necessary information on living in Japan," and "Shortage of sources of assistance" were cited as issues in connecting foreign nationals with appropriate support.

In response to these issues, a system for the training and certification, etc., of Support Coordinator for Foreign Nationals will be established, and at the same time the roles, skills, and training of these coordinators that will serve as the foundation for the system, will be defined together with matters that should be addressed in and after FY2023.

In FY2023, taking into account the Roadmap and the FY2022 Report on Discussions, the following matters were considered while keeping in mind the perspective of measures for dealing with the above issues. Out of these, the formulation of the curriculum, etc., was considered by the Committee on the Formulation of a Curriculum for Training Support Coordinator for Foreign Nationals held in parallel with the Training Committee, and matters other than the formulation of the curriculum, etc., were considered by the Training Committee.

- ① Matters related to the implementation and operation of training programs
- ② Measures for expansion
- ③ Formulation of the curriculum, etc.
- ④ Remedial measures to ensure that proper recognition is received and that working conditions correspond to the expertise of staff
- ⑤ Ideal certification system for highly-skilled support professionals
- ⑥ Measures to improve the environment for accepting foreign nationals

- ⑦ Holding of case study workshops for those who have completed the training programs

## **Chapter 2 Approaches to training for Support Coordinator for Foreign Nationals**

### **1. Implementation and operation of training programs for Support Coordinator for Foreign Nationals (Reference Material 6)**

#### **(1) Basic policy on training programs**

The training programs to be implemented from FY2024 will be aimed at deepening understanding pertaining to the roles, etc., that Support Coordinator for Foreign Nationals shall have, acquiring a foundational set of specialized knowledge and skills, and acquiring a broad outlook and a cross-sectoral perspective through practical exercises and case studies using the specialized knowledge, etc., that they have acquired. Under these objectives, there is the additional aim of certifying staff as Support Coordinator for Foreign Nationals when it is recognized that they have acquired foundational specialized knowledge and skills based on an understanding of the roles, etc., of coordinators, and that they can perform the basic duties of a coordinator using their acquired knowledge and skills.

#### **(2) Intended targets for training programs**

The consultation services that Support Coordinator for Foreign Nationals will provide will require specialized knowledge and skills, as such the subjects in the training programs will involve learning on specialized knowledge and skills, etc., on the premise that such staff already have basic knowledge, capabilities and experiences pertaining to interpersonal support through actual work experience, and can use their practical experience when examining case studies. Consequently, those who are to take the training programs are required to already have a certain amount of real-world experience at consulting counters, etc., for foreign nationals.

Taking this into account, the current intended targets<sup>9</sup> for training

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<sup>9</sup> Nationality is not a concern as it is assumed that the intended targets will include people who hold a foreign nationality.

programs in FY2024 are personnel, who are engaged in consultation services for foreign nationals, either as a counselor or those in a position to provide advice and guidance to counselors, at consulting counters for foreign nationals operated by the national government, local governments or other organizations commissioned by either of the former two (including one-stop consulting counters<sup>10</sup> under operation that have received subsidies for preparations for an environment for the acceptance of foreign nationals and one-stop consulting counters not in receipt of such a subsidy but which provide free consultation services all year round<sup>11</sup>). In addition, such intended targets are objectively confirmed to have actual work experience for a certain amount of time in consultation services at a consulting counter for foreign nationals operated by one of the above organizations or by a private organization, etc.

### **(3) Requirements for attending training**

As a requirement for attending the training programs, the above 1. (2) "having actual work experience for a certain amount of time in consultation services" shall be the following.

i, Consultation services

"Consultation services" refers to providing consultations for foreign nationals.

ii, Certain amount of time

A "certain amount of time" refers to work experience<sup>12</sup> of 1 year or more as a counselor at a consulting counter for foreign nationals

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<sup>10</sup> One-stop consulting counters that provide information and consultation in multiple languages so that foreign residents can quickly gain appropriate information and get to consultation locations pertaining to their daily lives, such as residency procedures, employment, medical care, social welfare, childbirth, childcare, and education for children.

<sup>11</sup> Expected to be open at least 5 days a week.

<sup>12</sup> The employment period of work experience includes periods of leave, such as maternity leave, childcare leave, and sick leave.

operated by national government, a local government, or an organization or private company, etc.<sup>13</sup> commissioned by either of the former two, within the 3 most recent years from the scheduled start date of the training, and the number of worked days<sup>14</sup> during that period of working is at least 180 days<sup>15</sup>.

Moreover, in view of the great impact of the COVID-19 pandemic, from FY2024, for the time being, prospective trainees will be considered to have met the requirements if they have work experience of 1 year or more at an organization or private company, etc., as described above within the 5 most recent years from the scheduled start date of the training, and the number of worked days during that period of working is at least 180 days.

### iii, Work experience

As described in 1. (2) above, the training programs will involve learning on specialized knowledge and skills, etc., on the premise that such staff already have basic knowledge, capabilities, and experiences pertaining to interpersonal support through actual work experience, and can use their practical experience when examining case studies, and so

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<sup>13</sup> "An organization or private company, etc. commissioned by either of the former two" includes international exchange associations, etc., that have been commissioned or subsidized by a local government, etc., NPOs that provide support to foreign nationals but which haven't been commissioned by a local government, etc., and private companies, etc., that accept foreign nationals.

<sup>14</sup> The number of worked days refers to the number of days engaged in work handling consultations (number of working days), and does not include days not actually engaged in work handling consultations, such as being on leave, being absent from work, and classroom training. There are no restrictions on working hours per day for the number of worked days.

<sup>15</sup> In the case of work experience or being engaged in work at two or more consulting counters for foreign nationals operated by the national government, a local government, or an organization or private company, etc. commissioned by either of the former two, if the total period of the work experience is 1 year or more and the total number of worked days is at least 180 days, these shall count respectively as a period of work experience of at least 1 year and total worked days of at least 180 days.

the intended targets of the training programs will need to have actual work experience. Here, "work experience" refers to experience engaged in handling consultations for foreign nationals as a counselor at a consulting counter for foreign nationals operated by the national government, a local government, or an organization or private company, etc., commissioned by either of the former two<sup>16</sup>.

However, in regard to acquiring a national qualification related to interpersonal support, it would be appropriate to not require actual work experience as a requirement for attending the training programs of personnel that already have the required certain level of knowledge and skills for carrying out basic work duties as a Support Coordinator for Foreign Nationals as they can be judged as having sufficient capabilities for using their practical experience when examining case studies in the training programs<sup>17</sup>.

Also, as stated in the FY2022 Report on Discussions, in consideration of the nature of the work duties, such as interpersonal support, of Support Coordinator for Foreign Nationals, it is essential not only to acquire the specialized knowledge and skills necessary to perform their work duties, but it is also essential that these are honed alongside practical skills through years of experience. For this reason, it is appropriate that when determining which national qualifications should be eligible for allowing an exemption from the training program eligibility requirements, that only national qualifications where the certified

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<sup>16</sup> In terms of this work experience, the type of employment contract is not important, but prospective trainees must be engaged in work duties on the basis of being employed. This does not include activities, etc., as a volunteer which is not on the basis of being employed.

<sup>17</sup> In the FY2022 Report on Discussions, it is stated that, "Work experience is not required for Support Coordinator for Foreign Nationals whose mastery of a certain level of knowledge and skills for providing consulting support can be objectively verified by a national qualification."

individual works in a consulting counter, has taken training, and has practical skills equivalent to actual work experience handling consultations is exempted. Therefore, someone who has only taken training and acquired certain specialist knowledge and skills, etc., for a national qualification would not be exempted from the requirements.

However, in the case where a national qualification system requires completion of specific training or examinations as alternative measures for actual work experience for taking an examination for a national qualification, persons who have acquired that national qualification based on an alternative measure shall also be exempted from the work experience requirement.

Based on the above approach, the following national qualifications allow an exemption from the work experience requirement<sup>18</sup>. In addition, should there be other appropriate national qualifications in the extensive fields of medical care, education and justice, etc., in the future, it will be considered if they can be added to the qualifications that allow prospective trainees to be exempted from the work experience requirement after it has been examined whether they conform to the above approach.

- Certified Social Worker
- Career Consultant
- Certified skilled worker of Career Consulting (1st grade and 2nd grade)
- Certified Public Psychologist

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<sup>18</sup> In the FY2022 Report on Discussions it is expressed, although it is not a description regarding actual work experience, that Certified Social Workers, Career Consultants and Certified Public Psychologists are holders of national qualifications that objectively confirm mastery of a certain level of knowledge and skills which is needed for providing the consultation support work carried out by a Support Coordinator for Foreign Nationals.

- Psychiatric Social Worker

#### **(4) Number of trainees and implementation format for the training programs**

There is to be a total of 60 trainees to attend the training programs implemented in FY2024<sup>19</sup>.

The training program will consist of three stages (Training Program 1 (online training), Practical Exercises and Training Program 2 (group training)), and the training program will last for 6 months (Reference Material 5).

In Training Program 1, trainees will attend about 60 hours of online classes<sup>20</sup> over the course of 2 months. In addition, 1 week is set for taking comprehensive review tests.

For the Practical Exercises, trainees tackle assigned practical exercises at their workplaces for 3 months.

Training Program 2 is a 2 day group training program which will include group discussions and the examination of case studies.

The training program is not free, and the program fee, taking into account actual costs, has been set at around 15,000 yen<sup>21</sup>.

#### **(5) Training program implementing body, etc.**

The implementing body of the training programs shall be the Immigration Services Agency, and the administration operations, etc., needed for training program implementation will be outsourced.

#### **(6) Methods, etc., for selecting lecturers**

The Immigration Services Agency will select lecturers who have knowledge, skills, work experience and experience in providing training in

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<sup>19</sup> This has been determined with consideration for the status of how many lecturers can be secured for the training programs. Expanding how many trainees can be accepted will be considered together with the discussion in section 7. of Chapter 3.

<sup>20</sup> Under the premise of each lecture being 60 minutes long.

<sup>21</sup> This may change in the future depending on the impact of price changes, etc. In principle, there will be no refunds of the program fee.

relation to the field of each subject.

Training Program 1 shall have at least 30 lecturers. The Practical Exercises and Training Program 2 will have five lecturers. Out of these five, four are to be responsible for groups of trainees and one shall be the lead lecturer who coordinates the other lecturers and who acts as a substitute if one of the other lecturers is absent.

**(7) Recruitment and selection of trainees**

i, Recruitment of trainees

In regard to the recruitment of trainees, the Immigration Services Agency will first prepare operating procedures for the training programs, and then see to recruit trainees from employees of local governments and regional immigration services bureaus, etc., of the Immigration Services Agency nationwide.

In recruiting trainees, it should be made very clear that the training will include practical exercises in the workplaces, etc., of trainees, and that it is desired that training programs are undertaken with the understanding and cooperation of the workplaces, etc., of trainees.

Further details, including the training program application method, are to be described in the operating procedures, and the application period is to be for around 2 months.

Prospective trainees who apply for the training program are to be required to submit a Certificate of Work Experience as a reference that objectively confirms that the prospective trainee has worked for a certain period of time in handling consultations. Prospective trainees who hold a national qualification that exempts them from the work experience requirement as described in the 1. (3) iii, above are to be required to submit their certificate as a reference that objectively confirms that the prospective trainee does hold that qualification.

ii, Method, etc., for selecting trainees

The Immigration Services Agency will select trainees from amongst those who have applied while taking into consideration the capacity of the training program.

In selecting trainees, this is to be done with consideration for the number of foreign nationals residing in the jurisdiction of the local government that is operating the one-stop consulting counter where the prospective trainee is employed, the operational status of that consulting counter (number of consultations, status of provision of subsidies for preparations for an environment for the acceptance of foreign nationals, etc.), and the point of preventing an uneven distribution, etc., of trainees across specific regions. In addition, trainees are to be selected from the employees of regional immigration services bureaus of the Immigration Services Agency based on the status of applications from one-stop consulting counters.

The secretariat<sup>22</sup> for the training programs will notify prospective trainees by email or mail of the result of their application in the same order that each decision is made (this is estimated to be around 2 weeks after the end of the application period).

For successful applicants, at the same time as notifying them that they have been accepted, the secretariat will notify such applicants on how to pay the training program fee. The secretariat will send materials that are needed for attending the training programs, such as login information for the training program website and textbooks, to applicants who have paid the training program fee.

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<sup>22</sup> The secretariat for the training programs shall be the Immigration Services Agency and the business operator entrusted with the administration operations, etc., needed for implementing the training programs.

## **(8) Establishment and use of the training program website**

A training program website will be established for the training programs, and attendance at Training Program 1 and all communication between trainees and the Immigration Services Agency, lecturers, etc., during the training period will be via that same website. (The website is also intended to be used as a tool for sharing information among trainees during the course of the training programs. This is, however, once measures have been taken to ensure information security and the protection of personal information.)

The website is primarily to have the following functions.

- Delivery and streaming of recorded lectures for Training Program 1, taking review tests and receiving result notifications
- Communication with the Immigration Services Agency and lecturers, etc.
- Receiving and answering general questions on matters related to training program operational matters, etc., and the Immigration Control and Refugee Recognition Act (hereinafter referred to as the "Immigration Control Act")
- Receipt of assignments for the Practical Exercises and submission of assignment reports

## **2. Training Program 1 (Online training) (Reference Material 7)**

### **(1) Implementation method**

In FY2024, Training Program 1 will begin from around August, and trainees will take the program by watching lecture videos in order of Subject Groups A through E<sup>23</sup>.

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<sup>23</sup> Subject Group A is "Significance of the Deployment of Support Coordinator for Foreign Nationals," Subject Group B is "Knowledge for Accurately Assessing the Statuses of Residency of Foreign Nationals," Subject Group C is "Knowledge for Understanding Different Cultures and Values," Subject Group D is "Knowledge and Skills for Responding to Consultations from Foreign Nationals on Complex, Multi-layered Issues and Guiding

The lecture videos for Training Program 1 can be viewed only by trainees, lecturers, and other persons approved by the secretariat. It is prohibited for non-trainees to observe the videos, or for trainees to record, etc., the lecture videos and provide them to non-trainees.

With regard to measures for reducing or exempting national qualification holders from taking Training Program 1, it is desirable for them to acquire the latest knowledge, etc., pertaining to knowledge, etc., concerning the realization of a society that can co-exist with foreign nationals. In addition, with consideration for the number of hours needed for taking Training Program 1, even if a trainee has been exempted from part of the subjects, as it is not considered to lead to a significant load reduction, national qualification holders who have a work experience exemption will not be exempted from taking the subjects in Training Program 1<sup>24</sup>.

## **(2) Review tests**

In Training Program 1, as review tests, trainees are to take "Short Tests"<sup>25</sup> (total of 5 times) for each subject group and a "Comprehensive Review Test"<sup>26</sup> (once) after completing all of the subject groups. Trainees will take these review tests on the training program website.

Both the short tests and the comprehensive review test can be taken as

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Them to Appropriate Solutions," and Subject Group E is "Knowledge for Swiftly Referring Foreign Nationals to Appropriate Sources of Assistance." For further details please refer to the FY2022 Report on Discussions.

<sup>24</sup> It is stated in the FY2022 Report on Discussions that, "Trainees who can objectively be verified to have acquired sufficient knowledge and skills to provide consultation and support as Support Coordinator for Foreign Nationals on the basis of national qualifications should advisably be exempted from, for instance, part of the subjects covered by Training Program 1, depending on the relevant qualification."

<sup>25</sup> It is assumed that there will be one short test for Subject Group A, one test for Subject Groups B and C, two tests for Subject Group D and one test for Subject Group E. For example, after finishing the lecture videos for Subject Group A, trainees take a short test for that same subject group, and after passing that test they can begin Subject Groups B and C.

<sup>26</sup> The comprehensive review test can be taken after the short test for Subject Group E has been passed.

many times as needed during the period of Training Program 1 until they have all been passed. However, only trainees who have passed the comprehensive review test may proceed to the Practical Exercises.

The secretariat shall notify trainees who have passed the comprehensive review test of the lecturer in charge of the following Practical Exercises, their assignments, the method for submitting assignment reports, etc.

### **(3) Questionnaire regarding status of activities of trainees**

During the period of Training Program 1, a questionnaire (registration form) will be carried out with the trainees regarding the current status of one-stop consulting counters, etc., where they work and the activities of trainees in order to grasp the current status of one-stop consulting counters, etc., where trainees work and trainee activities as well as use the results as a reference for the implementation of the Practical Exercises and Training Program 2.

The questionnaire shall be sent via the training program website. Trainees are to download the questionnaire, fill in their answers, and submit this to the training program website according to the instructions of the secretariat.

## **3. Practical Exercises (Reference Material 8)**

### **(1) Implementation method**

The Practical Exercises will start from around November in FY2024.

For the Practical Exercises, trainees will undertake these at their workplaces, etc.

At the start of the Practical Exercises, trainees will set their own objectives for the duration of the program in consultation with their superiors at their workplace and their lecturer, and those objectives confirmed by the secretariat and the lecturer will be set as assignments. Trainees will apply the specialized knowledge and skills they acquired in

Training Program 1 to tackle practical exercises and assignments during their usual daily consultation work in their workplace, etc., and at the same time they will also review and reflect on their daily work. (Trainees will report on the status of their efforts on assignments approximately one month after starting the Practical Exercises.)<sup>27</sup>

In the final phase of the Practical Exercises, trainees shall draft an assignment report to review and reflect on what they have learned in the Practice Exercises.

The secretariat shall send a Decision Notification for Attending Training Program 2 to trainees who are deemed to have submitted the assignment report, and only those trainees who have received this notification shall proceed to Training Program 2.

## **(2) Assignment reports<sup>28</sup>**

Trainees are to submit prepared assignment reports to the training program website in line with the instructions of the secretariat. (The submitted report shall be checked by the lecturer responsible for the Practical Exercises and Training Program 2, and used as a reference for the implementation of Training Program 2.)

Trainees who do not submit reports on the status of their efforts for assignments nor their assignment report (hereinafter referred to as "Non-Submitters") shall be treated as having withdrawn from completing the Practical Exercises and subsequent programs.

Accordingly, Non-Submitters will not be able to progress to Training

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<sup>27</sup> It is also important for not just trainees but also the consulting counters where they work to implement the Practical Exercises with the understanding and cooperation of those same workplaces to which the trainees belong. As such it is also important for a consultation system to be developed at such workplaces which is focused toward trainees.

<sup>28</sup> The drafting guidelines and other considerations when creating an assignment report will be given beforehand. Assuming that there are trainees who do not speak Japanese as their mother tongue, grammatical deficiencies in Japanese and frequency of use of kanji in assignments and submitted assignment reports shall be handled flexibly.

Program 2 and they will not be able to take the completion test.

However, trainees who have been treated as having withdrawn due to non-submission of assignment reports, etc., may apply again for the training program in future years.

Among the trainees who withdrew from the training program midway through the Practical Exercises stage, including Non-Submitters, any trainee who is recognized by the secretariat as having withdrawn due to unavoidable circumstances<sup>29</sup> (determined at timing of withdrawal) may be exempted from taking Training Program 1 or allowed to re-take Practical Exercises or Training Program 2, within the limitation that the trainee re-takes a subsequent training program within a 3 year<sup>30</sup> period from March 31 of the fiscal year in which they withdrew from the training program, as a reduction/exemption measure when retaking the program.

However, it is possible that there will be changes in the knowledge acquired in Training Program 1 when retaking the program, for example, due to changes in laws and systems, etc., so it is necessary to consider the conditions for reduction/exemption from Training Program 1<sup>31</sup>.

### **(3) Responding to questions during the implementation period**

Questions concerning operational matters for training during the implementation period will be accepted via the training program website. In addition, in principle, questions concerning specified assignments will be accepted only at the timing of the submission of the report on the status of efforts on assignments.

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<sup>29</sup> Unavoidable circumstances may include, for example, becoming infected with a disease that requires medium- to long-term medical treatment.

<sup>30</sup> 3 years takes into account the period (3 years) for training for certification renewal.

<sup>31</sup> Among the subjects taken in Training Program 1, they may be handled by requiring trainees to retake only the subjects that have been revised/updated in the year following the fiscal year in which the trainee withdrew from the training program.

#### **4. Training Program 2 (Group training) (Reference Material 9)**

##### **(1) Implementation method**

Training Program 2 will be implemented in around February 2025 in FY2024.

Training Program 2 can be taken by trainees who have received the Decision Notification for Attending Training Program 2. After sending the Decision Notification for Attending Training Program 2, the secretariat shall provide instructions, etc., in connection with the details of the training to trainees via the training program website.

Training institutes, etc., in Tokyo will be used for Training Program 2 in FY2024, and the training venue will be determined with consideration for the convenience of transport for trainees who will be joining the program from a rural area as well as whether the venue is suitable for the smooth and reliable implementation of training.

##### **(2) Completion test**

i, Formulation and content of the completion test

The final stage of Training Program 2 will include a completion test for all trainees who have completed all the subjects in Training Program 2.

The completion test will be in the format of a mark sheet, and in addition to questions testing knowledge and skills, the test shall require examinees to choose the correct responses for cases presented in problem statements with reference to examinations for other national qualifications.

In addition, in regard to the formulation of the completion test, the Certification Review Committee will supervise and make decisions while the Immigration Services Agency shall give final approval.

Trainees who do not take the completion test or do not meet the predetermined criteria for passing this test, will be deemed to have failed.

ii, Handling of trainees who fail the completion test

Trainees who fail the completion test will not be recognized as having completed the training program nor certified as a Support Coordinator for Foreign Nationals.

However, trainees who fail may apply again for the training program in future years.

In regard to trainees who failed as they couldn't satisfy the passing criteria or trainees that are recognized by the secretariat as being unable to take the completion test because of illness (notification given at timing of failure notification), etc., as a reduction/exemption measure when retaking the program, it will be possible to exempt trainees from taking Training Program 1, Practical Exercises or Training Program 2 within the limitation that the failed trainee re-takes the training program within a 3 year period<sup>32</sup> from March 31 of the fiscal year in which they failed the training program.

It is possible that there will be changes in the knowledge acquired in the training program when retaking the program, for example, due to changes in laws and systems, etc., so it is necessary to consider the conditions for reduction/exemption<sup>33</sup>.

### **(3) Questionnaire concerning the content of the training programs**

A questionnaire concerning the content, etc., of the training programs will be implemented after the end of the completion test in order to grasp the effects and improvement points of the training programs and provide feedback for subsequent training programs.

### **(4) Handling of questions for Training Program 2**

Prior to the implementation of Training Program 2, any questions

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<sup>32</sup> See note 30.

<sup>33</sup> Among the subjects taken in Training Program 1, they may be handled by requiring trainees to retake only the subjects that have been revised/updated in the year following the fiscal year in which the trainee failed the training program.

regarding operational matters, etc., can be accepted via the training program website.

In addition, in regard to questions about the content of the training, etc., a period of time shall be set during Training Program 2 for trainees to ask questions to lecturers.

#### **(5) If a trainee is not allowed to take Training Program 2**

In the following cases, trainees will not be permitted to take or continue taking Training Program 2 so that the smooth and reliable implementation of training can be secured.

- ① If they are 60 minutes or more late from the start time of Training Program 2
- ② If the secretariat determines that it would not be appropriate for the trainee to take the program, for example, because of interference with other students.

However, with regard to ①, if the lateness is caused by unavoidable circumstances, such as weather conditions or public transportation delays, if possible, this can be flexibly dealt with, for example, by changing part of the training schedule for the day or the next day.

### **5. Certification method, etc. (Reference Material 10)**

#### **(1) Certification method for Support Coordinator for Foreign Nationals**

A trainee who is recognized as being able to understand the roles of Support Coordinator for Foreign Nationals as well as having acquired and being able to apply the foundational set of specialized knowledge and skills that must be acquired and who can perform their basic tasks as a Support Coordinator for Foreign Nationals, shall be certified as a “Support Coordinator for Foreign Nationals.”

Specifically, trainees who have passed the completion test for Training Program 2 and who do not fall under any of the following reasons for disqualification shall be certified.

However, even if a trainee does not fall under the reasons for disqualification set by the Immigration Services Agency, the Immigration Services Agency will revoke certification if it becomes clear that a trainee obtained the certification by unlawful means, such as having received certification without making a proper application, or if the trainee is subsequently found to come under the reasons for disqualification.

[Reasons for disqualification]

- ① A person who is unable to adequately carry out the recognition, decision making and communication necessary for properly performing the duties as Support Coordinator for Foreign Nationals due to mental impairment.
- ② A person who has been sentenced to a fine pursuant to the provisions of the Immigration Control and Refugee Recognition Act (hereafter referred to as the "Immigration Control Act".) or the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees (hereafter referred to as the "Technical Intern Training Act".) or the provisions of an order based on these laws, and 2 years have not yet passed since the date of having paid the fine or having ceased to be liable to pay the fine.
- ③ A person who has been sentenced to imprisonment without work or a heavier punishment for violating the provisions of a law or regulation other than the Immigration Control and Refugee Recognition Act or the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees, and 2 years have not passed since the day on which the person finished serving the sentence or ceased to be subject to its enforcement.
- ④ A person whose certification of Support Coordinator for Foreign Nationals has been rescinded, and 2 years have not passed since the

day of rescission.

## **(2) Designation of trainees that have completed the training programs**

In the training and certification of Support Coordinator for Foreign Nationals, certification will be implemented by the government in response to the issue of difficulties finding human resources that have expertise concerning providing consultations and support for foreigner nationals who are experiencing problems in their lives. Certified professionals should be assigned a common designation so that they become more visible and earn the recognition and trust of society as people become familiar with the certification system and the standardized professional title.

Consequently, the designation of trainees that have completed the training program was examined from the perspective of what it is necessary to convey in terms of "to whom," "what," and "for what."

With regard "to whom", it is necessary to convey to foreign nationals (and other relevant persons) seeking place to consult as they are facing problems in their lives and the managers, etc., of consultation counters who want to secure and assign human resources who can appropriately respond to and support consultations from such foreign nationals.

With regard to "what", it is necessary to make it widely known that Support Coordinator for Foreign Nationals are professionals who have the specialized knowledge and skills needed to guide foreign nationals with problems in their lives to appropriate support and solutions.

With regard to "for what", it is necessary to make it possible for foreign nationals to quickly find support services that they can use and a route toward solutions, and to resolve the "difficulties of finding human resources with the necessary expertise" described above.

In light of the above, it is necessary for Support Coordinator for Foreign Nationals to have a designation that clearly conveys in an easy-to-

understand manner what kind of activities these human resources do to foreign nationals who are having problems in their lives.

As a result of discussions<sup>34</sup> that take into account the above, it is considered appropriate at the present time to use the term "Support Coordinator for Foreign Nationals" as the designation for those who have completed the training programs.

However, when their role is described or written in documentation, etc., the following supplementary explanation should be given as necessary together with the explanation that Support Coordinator for Foreign Nationals play an important role in realizing a society that has a harmonious coexistence with foreign nationals.

[Supplementary explanation]

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

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<sup>34</sup> In the FY2022 Report on Discussions, it was stated that those who have completed the training programs are to be "certified as 'Support Coordinator for Foreign Nationals,'" but opinions were raised that the words "foreign national" have a negative nuance. As such, the Training Committee reconsidered this matter. Following frequent discussions and interviews with related parties, etc., at the present time the majority of opinions approve the designation of "Support Coordinator for Foreign Nationals." On the other hand, there are concerns that the words "foreign national" may foster a divide between foreigner nationals and Japanese people. Additionally, there were opinions that it might be more appropriate to review the designation in the future, when new concepts, etc., are presented following revisions, etc., to the Roadmap.

independently solve their own problems.

### **(3) Holding of the Certification Review Committee**

The Certification Review Committee shall be established for the purpose of supervising and reviewing the questions on the completion test, reviewing whether trainees have passed or failed completion tests, reviewing whether a trainee falls under the reasons for disqualification specified by the Immigration Services Agency, and determining which trainees are to be conferred with completion certification.

The members of the Certification Review Committee will be mainly selected from lecturers of Training Program 2.

### **(4) Issuance of certificates**

A certificate<sup>35</sup> will be issued to trainees who have been certified by the Immigration Services Agency following a decision on program completion and certification by the Certification Review Committee.

Moreover, it is important to consider in the future whether it is necessary or not to re-issue certificates should there be change in personal information, etc., entered in the certificate or if a certificate is lost after being issued.

In addition, once the persons who are to be certified as having completed the training programs are determined, a register of certified names will be prepared.

### **(5) Renewal of certification**

The validity period of a Support Coordinator for Foreign Nationals certificate will be 3 years from March 31 of the fiscal year that the certificate was issued. If a Support Coordinator for Foreign Nationals does

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<sup>35</sup> Card-type certificates will be issued and given out from FY2024. However, the issuance and awarding of a digital badge may be considered in the future depending on the performance of those who have completed the program in order to enable them to electronically prove that they have completed the training programs by presenting the badge on websites, in email, and on other electronic media.

not attend or complete certification renewal training within the validity period, their certificate will become invalid once the end date of the certificate is reached. (If a Support Coordinator for Foreign Nationals completes the certification renewal training, they will be issued with a new certificate with a new validity period.)

It is to be noted that it is necessary to examine whether notifications<sup>36</sup> should be sent regarding renewal, etc., to Support Coordinator for Foreign Nationals who have a certificate which is close to expiring.

## **6. Measures to expand Support Coordinator for Foreign Nationals (Reference Material 11)**

### **(1) Venues for current activities**

In view of the roles of Support Coordinator for Foreign Nationals, in addition to the national government and local governments that respond to consultations from foreign nationals or which assist foreign nationals in living in Japan, intended targets for training can include people at places with similar activities, such as organizations that accept foreign nationals for work or school, etc. First of all, the intended targets for training will be staff at the Foreign Residents Support Center (FRESC<sup>37</sup>), staff of foreign resident one-stop information centers and local governments or consulting counters for foreign nationals operated by organizations entrusted by local governments, which as consulting counters are widely known among foreign nationals and are visited by many foreign nationals.

From FY2024 onwards, consideration should be given to expanding places where Support Coordinator for Foreign Nationals are active to private organizations, etc., that handle consultations from foreign nationals, in addition to workplaces and schools for foreign nationals, while taking

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<sup>36</sup> It is also necessary to examine the notification method from the Immigration Services Agency to such individuals.

<sup>37</sup> FRESC is an abbreviation for the Foreign Residents Support Center.

into account the operational situation, such as the status around securing lecturers and the scale of training.

## **(2) Support measures for training costs**

As mentioned in section 1. (4) above, the training program will require a fee, and it is necessary to continue to consider measures to reduce the burden of training costs.

From FY2024 onwards, costs for training program fees for trainees who work at local governments that receive subsidies for preparations for an environment for the acceptance of foreign nationals and trainees who work at one-stop consulting counters operated under entrustment from local governments may be covered by those same subsidies based on the subsidy guidelines.

The scope, etc., of support through grant projects will be determined while taking into account the budget situation of the relevant fiscal year and the application status from local governments.

## **7. Function of special portal site for those who have completed the training programs (Reference Material 12)**

Support Coordinator for Foreign Nationals must prepare support plans for handling the problems of people seeking a consultation, and must constantly upgrade their knowledge of institutional arrangements across a wide range of areas and give appropriate support.

Consequently, there needs to be support for more appropriate and smooth consulting support and preventive support via making it easier for Support Coordinator for Foreign Nationals to establish horizontal connections and to cooperate with each other, share knowledge, strengthen networks, and through wide-area cooperation that transcends regions, etc. At the same time, efforts need to be made to build and start operating a special portal site for trainees who have completed the training program from FY2025 so that

the requests of Support Coordinator for Foreign Nationals and the status of their activities can be grasped in a timely manner.

A special portal site for those who have completed the training program is to be prepared with the following functions.

- ① A database with the names of those who have completed the training program that can be viewed by others who have completed the training program (Assumed displayed information would be names, areas of activity, field of consultation with in-depth knowledge, skills held (qualifications, languages, etc.), most recent workplace, contact information, etc.)
- ② Notifications from the national government
- ③ List of cooperative partners for connecting people seeking consultations with appropriate support (Assumed to be a list of partners for each field of response)
- ④ Reference consultation case studies and consultation case examples for regional problems
- ⑤ Function of questionnaire surveys, etc.

These functions are to be utilized for cooperation, including that of outside the area of activity when providing support; for the sharing of knowledge by and between those trainees who have completed the training program; for communications from the national government and acquiring information on legal and system revisions<sup>38</sup> and other relevant information; and for the Immigration Services Agency to grasp the requests of those who have completed the training program and the status of their activities.

It should be noted that the database with the names of those who have completed the training program mentioned in ① above should only be

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<sup>38</sup> It is thought that, should it be difficult to fully understand system revisions from just text, information updates should be presented using videos, etc.

made public once their consent has been obtained.

The functions of the portal site will be as described above. However, it is necessary to continuously examine the operation method of the website, such as whether it should be centrally operated by the Immigration Services Agency or by region, the content of information to be posted, and the frequency of post updates so that the website is easier to use for the trainees that have completed the training program and so that it is continuously used.

In particular, with regard to ④ above, if handled consultation cases that can be reference cases are posted on the portal site as personal experience cases of trainees who have completed the training program, it is necessary to have a high documentation standard for writing cases up so that can be read and referred to by others while maintaining anonymity. Depending on the situation, it cannot be said that there is no possibility of inappropriate text being shared, and it is possible that ethical issues will arise.

On the other hand, since it is useful to share knowledge on handling consultation cases, a mechanism needs to be established so that knowledge can be shared with trainees who have completed the training program while at the same time ensuring that the personal information of such cases and the coordinator is protected, and also ensuring the appropriateness and relevance of the content of posts.

In addition, in regard to how examples of handling regional issues can be shared, as one example, Support Coordinator for Foreign Nationals in each region could be regularly interviewed and these interviews could be shared in the form of a newsletter (once their content has been confirmed).

In regard to this, at the present time, for example, it is possible to start by posting cases pertaining to the status of residence at the Immigration Services Agency, and to consider posting other cases from FY2024 onwards while taking into account the operational status.

### **Chapter 3 Matters to be addressed from FY2024 (Reference Material 13)**

#### **1. Approaches for a certification system for highly-skilled support professionals**

While making Support Coordinator for Foreign Nationals a national qualification is being considered<sup>39</sup>, which will also take into account the performance of those who have completed the training program as well as other national qualification systems and how they are operated, the process of making it into a national qualification requires legislation, and legislative facts are needed for demonstrating the necessity, justifiability (relevance of policies), constitutionality, and legality of a legal revision.

Therefore, with regard to making Support Coordinator for Foreign Nationals into a national qualification, circumstances and events that are legislative facts need to be adjusted and confirmed, and an approach toward a certification system for highly specialized support professionals should be considered.

In this consideration, in regard to various current national qualifications related to interpersonal support, the origins, systems, operational status, operational costs, etc., are to be grasped and the working form and treatment, etc., of people engaged in consultation work for foreign nationals are to be examined, and based on this, an examination is to be implemented pertaining to an overview of the national qualification system for interpersonal support and the current status of consulting support, etc., in FY2024 in order to proceed with considerations toward the final year of the Roadmap (FY2026).

An analysis is to be implemented of the current status of national qualifications related to interpersonal support, an overview of systems, and of the operational status from system establishment to system start in regard

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<sup>39</sup> Refer to Chapter 3, 5., of the FY2022 Report on Discussions.

to an examination pertaining to an overview of the national qualification system, etc., matters necessary for the creation and operation of a new national qualification system are to be uncovered, and literature research and interviews are to be carried out with industry organizations regarding systems and qualifications pertaining to foreign national support personnel in other countries<sup>40</sup>.

With regard to examinations pertaining to the current situation of consulting support, etc., this can include doing interviews with industry organizations, individual interview surveys with those engaged in consultation service, questionnaire surveys, etc., in regard to the current status of consulting support for foreign nationals and the treatment of people who provide consultations, etc<sup>41</sup>.

## **2. Remedial measures to ensure that proper recognition is received and that working conditions correspond to the expertise of staff**

Measures will need to be continuously examined while taking into account the above survey results pertaining to an approach for a certification system for highly-skilled support professionals.

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<sup>40</sup> Matters that require particular examination have been pointed out as information-gathering for the creation of a national qualification system (needs and evidence), methods for reflecting collected information in systems, issues and needed operational costs for proper system operation, examination requirements for national qualifications and the flow up to acquisition, and administrative procedures such as examination implementation, etc.

<sup>41</sup> Matters that require particular examination include consultation systems, the number of consultations, the nationalities of those seeking consultations, the content of consultations, problems in the practice of consultations, and the treatment of those who work in consultation services (working form, number of working days per week, number of years of work, recompense, age, nationality, national qualifications held, etc.), the native language of those engaged in consultation services for foreign nationals, and the language used for consultation support of staff who work in consultation services, for those engaged in consultation service (trainees of Support Coordinator for Foreign Nationals training program in FY2024, and staff of one-stop consulting counters, private support organizations, consultation departments for international students at universities, etc., consultation departments for foreign employees of private companies, etc.).

### **3. Holding of case study workshops for those who have completed the training programs**

As stated in Chapter 2, 7., as people who play the same role, there is a need for a system that facilitates horizontal communication and collaboration between Support Coordinator for Foreign Nationals in order for such coordinators to fulfill their roles, and the government must support this. In addition, those who have completed the training program should be kept up to date on relevant laws and regulations so that they can provide appropriate responsive or preventive support in accordance with the current social situation and institutional arrangements. The training and certification system should also be upgraded based on the requests and status of activities of those who have completed the training program.

Consequently, as persons holding the same role, Support Coordinator for Foreign Nationals should have exchanges amongst themselves and update their knowledge, and at the same time case study workshops are to be held from FY2025, with their operation considered in FY2024, as a way to contribute to the strengthening of horizontal communications.

At present, the contents of the case study workshops may include lectures for updating knowledge, introduction of handled consultation cases, group discussions, and exchanges of opinions based on individually set themes.

Ways to hold such workshops include voluntary events held by the trainees themselves or helping such voluntary workshops with support from the government, for example by providing venues, but as there are concerns that holding voluntary case study workshops may not function adequately depending on the handled cases and the methods for holding case study workshops, careful consideration is needed<sup>42</sup>.

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<sup>42</sup> In addition, it is necessary for future consideration for the handling of example cases in case study workshops sponsored by the Immigration Services Agency, the level of the

For the time being, the Immigration Services Agency will implement workshops, etc., for trainees who have completed the training programs to update their knowledge of the Immigration Control Act and strengthen horizontal connections amongst them. In regard to the method and content of case study workshops, these are to be reviewed with consideration for the handling of personal information, duty of confidentiality, human resources, necessary costs, etc., as well as the needs of such trainees, and opinions and issues in the field of operation, etc.

#### **4. Consideration for measures to improve the environment for accepting foreign nationals**

As Support Coordinator for Foreign Nationals grasp facts, issues, system problems, etc., for foreign nationals in different regions through individual support, it is necessary to construct a mechanism to feed facts, issues, system problems, etc., uncovered through individual support back to the national government and local governments, and improve the environment for accepting foreigners<sup>43</sup>.

At the present time, conceivable mechanisms are:

- Do questionnaires through the special portal site for trainees who have completed the training program, and providing received answers to relevant ministries, agencies, local governments, etc.
- Share case studies of progressed efforts on the trainee portal website
- Have Support Coordinator for Foreign Nationals participate in forums for regional opinion and information exchanges, and share information

In addition to considerations pertaining to the such as "Examples of the handling of regional issues" in Chapter 2, 7., it is necessary to continue

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case study workshops, the format and location of workshops, and the frequency that they are held, etc.

<sup>43</sup> For the purpose of this consideration, refer to Chapter 3, 6., of the FY2022 Report on Discussions.

examining this after FY2024, and to have deeper discussions over the medium- to long-term in regard to policies for improving the environment for accepting foreign nationals<sup>44</sup>.

## **5. Efforts for publicizing the activities of Support Coordinator for Foreign Nationals**

In addition to widely raising awareness about the training and certification of Support Coordinator for Foreign Nationals and creating awareness that such coordinators exist, it is also necessary to make efforts to more effectively raise awareness not only amongst the national government and local governments in order to secure training program participants, but also to raise awareness amongst private organizations that provide consultation services for foreign nationals and institutions that accept foreign nationals.

Consequently, the following matters are to be examined from FY2024 and to implement measures in stages, starting from those which are the most feasible.

### **(1) Introducing Support Coordinator for Foreign Nationals and their activities**

For the trainees who have completed the training program, and who give their consent, a list of Support Coordinator for Foreign Nationals could be made and published on a website, etc., so that the presence of Support Coordinator for Foreign Nationals can be made known and information about their activities be disseminated.

In addition, it is important to introduce examples of efforts of Support Coordinator for Foreign Nationals to the public, if possible, rather than just internally on the special portal site for trainees who have completed the

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<sup>44</sup> In the medium- to long-term, for example, it is also possible to have focused consideration for collaboration with the education sector, such as making opportunities, etc., for Support Coordinator for Foreign Nationals to work with local schools, etc., so that meeting committee structures, etc., can be set up in each region as forums for feedback on each region and for discussions on local issues, and to foster awareness of coexistence with foreign nationals.

training program.

**(2) Creating awareness through various opportunities such as different kinds of events.**

Before recruiting trainees, it is necessary to raise awareness with details of the system and the start date for applications using various methods, such as online explanation events and short videos on the homepage which are about the training program.

It is important to raise awareness across a variety of situations while keeping in mind the awareness, problems, and needs of those engaged in consultation service and foreign nationals who are the ones that seek consultations at consulting counters for foreign nationals so that highly effective effort can be made toward realizing a society that coexists with foreign nationals.

**6. Assessment and revision of content and methods, etc., of the training programs**

From FY2024 onwards, with consideration for the status of the operation of the training programs, the opinions of trainees that have been obtained from questionnaire surveys, etc., and the status of activities of those who have been certified as Support Coordinator for Foreign Nationals, etc., the implementation and operation of the training program is to be assessed and revised. However, such assessments and revisions should be after the purpose of assessments and improvements for the content and operation of the training program are clarified as well as after an examination of the assessment criteria, assessment items, assessment methods, etc.

It is also possible that there are staff who provide consultations and support to foreign nationals whose first language is not Japanese, as such various issues such as the language ability of lecturers and securing appropriate interpreters, etc., needs to be considered in the training programs while future consideration toward improving the quality of the

training program by conducting it in multiple languages is needed as a medium- to long-term issue.

#### **7. Expanding intended targets, scale, and activities of the training programs based on the availability of lecturers**

From FY2024 onwards, for the time being, Support Coordinator for Foreign Nationals are to do their activities at the one-stop consulting counters where they work.

In the future, consideration should be given to expanding activities to private organizations, etc., that handle consultations from foreign nationals, in addition to workplaces and schools for foreign nationals, while taking into account the operational situation, such as the status around securing lecturers and the scale of training (Chapter 2, 6 (1))<sup>45</sup>.

#### **8. Approaches to training for certification renewal**

As per Chapter 2, 5., in regard to the certification of Support Coordinator for Foreign Nationals, and the setting of a 3-year validity period and attendance of training for certification renewal within the validity period, consideration should be given to the implementation of training (expert training) to foster and certify expert coordinators who have at least 3 years of work experience as a Support Coordinator for Foreign Nationals.

From FY2024, consideration will begin on the best approach, etc., for expert training, including the designation of such trained experts, while also referring to the results of examinations pertaining to the current state of consulting support in Chapter 3, 1., and in addition to this, from FY2025, we will move forward with an examination pertaining to the best approach to

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<sup>45</sup> In the final report of the Advisory Panel of Experts on Ideal Form of Technical Intern Training Program and Specified Skilled Worker System, it is stated that, "Efforts should be promoted to improve consulting counters that provide consultations on daily life, etc., for foreign nationals and improve the living environment, etc., of foreign nationals by making use of subsidies for preparations for an environment for the acceptance of foreign nationals and Support Coordinator for Foreign Nationals" (<https://www.moj.go.jp/isa/content/001407013.pdf>).

training for certification renewal and the formulation of curricula, syllabuses, teaching materials, etc., for both types of training. It is then envisioned that such training would be implemented from FY2027.

## **Conclusion**

The Training Committee has defined approaches to the training of Support Coordinator for Foreign Nationals toward the establishment of a training and certification system for such coordinators, and defined the actions to be addressed from FY2024 to enable coordinators to thoroughly fulfill their professional roles in society as expert human resources.

Based on this report, in the future, it will be necessary to promote the training of specialized human resources in accordance with the framework for the training and certification system for Support Coordinator for Foreign Nationals.

In addition, the training and certification system for Support Coordinator for Foreign Nationals is only a first step, and in order to solve the challenges uncovered by Training Committees up to now it is necessary to consider such matters as issues as a whole for improving the environment for accepting foreign nationals while taking into consideration the circumstances that surround Support Coordinator for Foreign Nationals.

Consequently, from FY2024 onwards, steps must be continuously and steadily taken to implement needed examinations and take firm steps toward realizing a society that can coexist with foreign nationals while making efforts to grasp the current status of consulting support via the examinations presented in Chapter 3, 1., and the hearings with the relevant parties, etc., and taking into account the results.

In the implementation of such a framework, it is essential to operate a system toward achieving the Three Visions defined in the Roadmap, to enable trained and certified Support Coordinator for Foreign Nationals to play active roles and to develop a more receptive environment for foreign nationals.

## Member list for the Committee on Approaches to the Training of Support Coordinator for Foreign Nationals

As of February 15, 2024

### [ M e m b e r s ]

#### (Immigration Services Agency)

Chairperson: Director-General of the Residency Management and Support Department

Director of the Residency Support Division

Counsellors

Director of the Foreign Residents Policy Planning Office, Policy Management Division

#### (Advisory Panel)

AOYAMA Toru	Executive Director, Tokyo University of Foreign Studies
ANGELO Ishi	Professor, Faculty of Sociology, Musashi University
ISHIKAWA Kumiko	Professor Emeritus, Nihon Fukushi University
KUBOTA Koji	Executive Director, International Dependent, Planning and Coordination Bureau, CITY OF KITAKYUSHU
KOYAMA Kenta	Associate Professor, Faculty of Communication Studies, Tokyo Keizai University Director, Research Laboratory for Global DEI, Tokyo Keizai University
TAMURA Taro	Chief-Director, Institute for Human Diversity Japan
YUKI Megumi	Professor, Organization for Higher Education and Student Service, Gunma University Professor, Faculty of Informatics and

Graduate School of Social and Information  
Studies  
Director of Career Support Center, Gunma  
University

[ O b s e r v e r s ]

Director, International Affairs Office, Local Administration Bureau,  
Ministry of Internal Affairs and Communications

Director, International Affairs Division, Ministry of Education,  
Culture, Sports, Science and Technology

Director, Employment Security Bureau, Ministry of Health, Labour and  
Welfare Japan

Director, Career Development Support Office, Director-General for  
Human Resources Development, Ministry of Health, Labor and  
Welfare Japan

(Names without honorifics)

## **Meeting record for the Committee on Approaches to the Training of Support Coordinator for Foreign Nationals**

First meeting: July 4, 2023

- Holding of meeting of Committee on Approaches to the Training of Support Coordinator for Foreign Nationals
- Issues to be discussed
- Training program for Support Coordinator for Foreign Nationals
- Schedule for the future

Second meeting: September 4, 2023

- Training program for Support Coordinator for Foreign Nationals

Third meeting: October 19, 2023

- Training program for Support Coordinator for Foreign Nationals
- Medium- to long-term issues

Fourth meeting: December 14, 2023

- Training program for Support Coordinator for Foreign Nationals
- Medium- to long-term issues

Fifth meeting: January 25, 2024

- Report (Draft)

Sixth meeting: February 15, 2024

- Report (Draft)

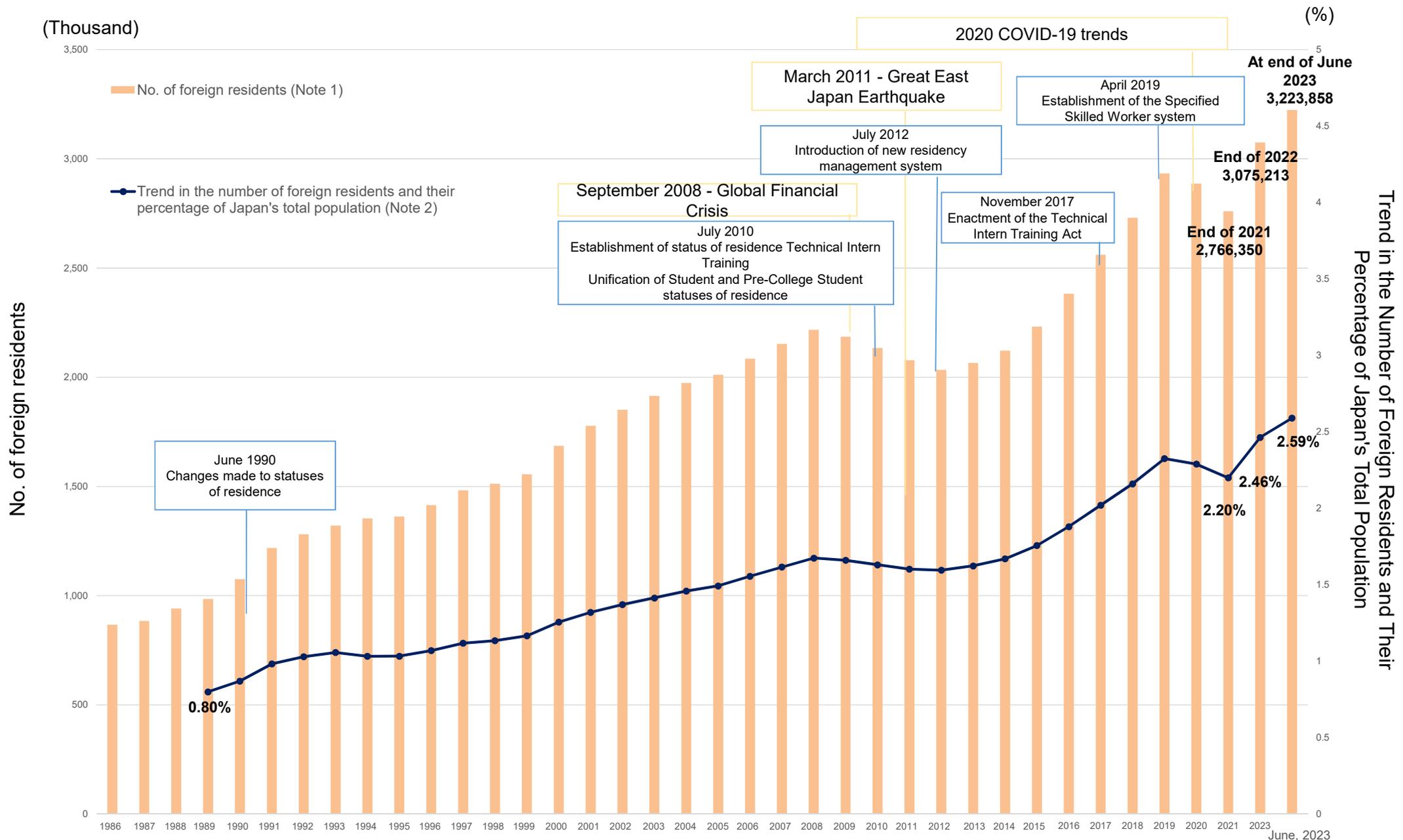


# Reference Materials

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# (Reference Material 1) Trend in the Number of Foreign Residents and Their Percentage to Japan's Total Population



(Note 1) Based on figures for the end of 2011 were taken from the former Registered Alien Statistics (as of the end of December) compiled by the former Immigration Bureau, Ministry of Justice. Figures from 2012 onwards were taken from the Statistics on Foreign Residents in Japan (as of the end of December each year) and the same statistics for 2023 (as of the end of June) compiled by the Immigration Services Agency.

(Note 2) The total population is based on the Population Estimates of the Ministry of Internal Affairs and Communications (MIC) (As of October 1 each year. Preliminary estimate as of July 1 is presented for 2023).

In June 2022, we formulated a Roadmap that shows Japan's visions for a society of harmonious coexistence with foreign nationals, as well as the medium- to long-term issues to be addressed and the specific measures to be taken to achieve these visions. This time, to ensure the steady implementation of these measures, we conducted a review by seeking advice from experts on the progress of the measures, and updated the measures as needed.

## 1. Vision for society of harmonious coexistence with foreign nationals that should be aimed for (Three visions)

### Safe and Comfortable Society

A society where foreign nationals are included as members of Japanese society of the future, and where all people can live safely and comfortably.

### Diverse and Vibrant Society

A diverse and vibrant society where all people, including foreign nationals, from various backgrounds can participate and demonstrate their abilities to their fullest.

### Society that Respects Individual Dignity and Human Rights

A society where all people, including foreign nationals, respect each other's individual dignity and human rights and can live without discrimination or prejudice.

## 2. Medium- to long-term Issues that to be addressed (Four key points)

1. Initiatives such as Japanese language education for smooth communication and participation in society

2. Disseminating information to foreign nationals / strengthening consultation systems for foreign nationals

3. Support for each life stage and life cycle

4. Initiatives to establish the foundation of a society of harmonious coexistence

### 3. Major Initiatives Related to key points

#### 1. Initiatives such as Japanese language education for smooth communication and participation in society

- Steadfastly promote initiatives to the creation of a comprehensive system for enhancement of Japanese language education provided by prefectures and other entities and provide support for Japanese language educational programs run jointly by municipalities and prefectures [MEXT] 《1》
- Development of educational models by discipline in accordance with the curriculum and proficiency criteria specified in the Framework of Reference for the Japanese Language Education [MEXT] 《3》
- Establishment of an environment for learning knowledge about Japanese social systems and other knowledge (open to those who are planning to come to Japan in the future) by creating and utilizing daily life orientation videos (provide basic information necessary for living in Japan, basic Japanese language education), etc. [MOJ] 《6》
- Development and provision of ICT lesson materials for Japanese language for different daily occasions, etc. [MEXT] 《8》
- Promote the environment of Japanese language education abroad for foreign nationals to learn smooth communication in Japanese before coming to Japan [MOFA] 《9》
- Establishment of certification system for Japanese language institutions and Japanese language teacher qualification system [MEXT] 《11》

#### 2. Disseminating information to foreign nationals / strengthening consultation systems for foreign nationals

- Formulation and publication of posting guidelines for the “Guidebook on Living and Working” and “A Daily Life Support Portal for Foreign Nationals” [MOJ] 《17》
- Consideration of the prompt acquisition of information through the Mynaportal, etc., and the customized or push-type dissemination of information [MOJ] <18>
- Promoting the establishment of one-stop consulting counters by reviewing the subsidies for preparations for an environment for the acceptance of foreign nationals [MOJ] 《20》
- Initiatives for multilingual translation/interpreting technologies focused on developing practical simultaneous interpreting technologies and expanding the priority languages to include 21 languages [MIC] <23>
- Joint consultation sessions by relevant organizations providing support to foreign nationals in local communities [MOJ] 《27》
- Conducting training programs to promote plain Japanese, etc. [MOJ] [MEXT] 《31》 《32》

#### 3. Support for each life stage and life cycle

- Launch community-based programs that provide opportunities for parents and their children to meet up and consult about their concerns and problems in parenting. [CFA] <33>
- Promote integrated management and identification of the school enrollment status of foreign children by collaborating the Basic Resident Registration system and the school-age children registration system [MEXT] 《36》
- Promote efforts to set special admission quotas for foreign students for public high school entrance examinations and make necessary adjustments for foreign examinees [MEXT] 《47》
- Introduce Japanese language tutoring system to the high school curriculum [MEXT] 《49》
- Dispatch expert consultants and interpreters to the career service sections for foreign nationals at public employment security offices to provide suitable career consultation services, and familiarize and educate staff on how to handle the employment of foreign nationals. [MHLW] <57>
- Implement effective collaboration between and necessary updates to initiatives to encourage international students to seek career opportunities in Japanese companies and other organizations, and conduct efforts to further increase the rate of employment in Japan. [MEXT] <59>
- Provide job training for foreign residents based on their Japanese proficiency levels [MHLW] 《61》
- Continue and enhance of publicizing and public relations concerning the pension system [MHLW] 《63》
- Grasp of actual condition by “Basic Survey on Foreign Residents,” etc. [MOJ] 《66》

#### 4. Initiatives to establish the foundation of a society of harmonious coexistence

- Establishment of “Month for Raising Public Awareness of Harmonious Coexistence with Foreign Nationals” (tentative name), and implement of various events to raise public awareness, etc. [MOJ] 《67》 《68》
- Further promote and enhance education based on cross-cultural understanding and multicultural coexistence through school programs [MEXT] 《71》
- Creation and publication of new statistical tables to analyze the living situations of foreign residents by nationality, status of residence, industry, etc., by utilizing the statistics on foreign residents in Japan, etc. [MOJ] 《74》
- Conduct statistical surveys for the management of labor conditions and other labor aspects of foreign nationals and keep track of labor transition, etc. [MHLW] 《75》
- Trial project to support the efforts of private support groups to provide outreach support to foreign residents [MOJ] 《80》
- Consideration of efforts towards construction of a centralized information management system required for residency management at the Immigration Services Agency [MOJ] 《82》
- Integrate Individual Number Cards (“My Number Card”) and residence cards to improve convenience [MOJ] 《85》
- Consideration of training support staff for foreign nationals and a certification system for highly specialized support staff, etc. [MOJ] 《86》

Note: Items with initiative numbers in red are new initiatives that accompany the FY2023 partly changed.

Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (FY2023 Revised) (Outline)

- ❑ As of the end of 2022, the number of foreign nationals residing in Japan was 3.08 million. The number of foreign workers as of the end of October 2022 was 1.82 million. (a record high)
- ❑ **Formulated from the point of view of further enhancing the environment for the acceptance of foreign nationals and based on the Roadmap review (217 policies).**
- ❑ The government will make across-the-board efforts to realize a society of harmonious coexistence with foreign nationals by working together to continue to steadily implement relevant measures and periodically following up on the Comprehensive Measures.

**Initiatives such as Japanese language education for smooth communication and participation in society**

**Establishment of an environment that enables foreign nationals to acquire the Japanese language skills necessary for daily life**

- Creation of a comprehensive system for enhancement of Japanese language education promoted by prefectural governments, etc., Japanese language education support jointly provided by local governments, and improvement of the level of Japanese language education in local communities utilizing the "Framework of Reference for the Japanese Language Education" <Policy 1>
- Development of educational models by discipline in accordance with the curriculum and proficiency criteria specified in the "Framework of Reference for the Japanese Language Education" <Policy 3>
- Development and provision of ICT lesson materials for Japanese language for different daily occasions, etc. <Policy 4>
- Consideration of establishment of an environment for learning knowledge about Japanese social systems, etc. by creating and utilizing daily life orientation videos, etc. <Policy 7>
- Supporting foreign nationals smoothly settle into Japanese society by spreading information about local financial measures for regional life orientation <Policy 8>
- Consideration of the necessity of further improvement of the Japanese language education environment and related matters <Policy 14>

**Improvement of the quality of Japanese language education, etc.**

- Establishment of certification system for Japanese language education institutions and Japanese language teacher qualification system <Policy 5 (reposted)>

**Smooth and appropriate acceptance of foreign nationals**

**Employment support, etc. for specified skilled workers and other measures**

- Provision of information through field-specific councils, etc. and improvement of the working environment for foreign human resources <Policy 126>

**Smooth implementation of skill exams and Japanese language tests for Specified Skilled Workers, and dissemination and smooth utilization of the Specified Skilled Worker System, etc.**

- Addition of fields to the Specified Skilled Worker System and addition of fields covered by the Specified Skilled Worker (ii), in parallel with review of the ideal form of Technical Intern Training Program and Specified Skilled Worker System <Policy 137>
- Train personnel before they come to Japan, for example, by supporting dispatch organizations using ODA and local educational institutions and similar organizations <Policy 139>

**Elimination of malicious intermediary organizations, etc.**

- Reinforcement partnerships with relevant organizations in developing countries through ODA programs, support of foreign workers, etc. <Policy 151>

**Expansion of the Japanese language education base abroad**

- Promotion of the utilization of the "Fourth Generation Japanese Acceptance System" through support of teacher dispatch provided by JICA, etc. <Policy 152>

**Disseminating information to foreign nationals / strengthening consultation systems for foreign nationals**

**Enhancement of information dissemination from the perspective of foreign nationals**

- Seek opinions to contribute to the planning, drafting and implementing of harmonious coexistence measures through "Hearings with the relevant parties" and "Opinion box," etc. <Policy 20>
- Consideration of the publication of guidelines for the "Guidebook on Living and Working" and "A Daily Life Support Portal for Foreign Nationals" <Policy 23>
- Consideration of the prompt acquisition of information through the Mynaportal, etc., and the customized or push-type dissemination of information <Policy 24>

**Strengthening the consultation system to help foreign nationals with their problems**

- Consideration of measures that facilitate the establishment of one-stop consulting counters by the local governments, for example enhancing the subsidies for preparations for an environment for the acceptance of foreign nationals <Policy 35>
- Taking effective and efficient supporting measures for creating an environment for the acceptance of foreign nationals to Japanese society by FRESC, implementing joint consultation sessions by relevant organizations providing support to foreign nationals in local communities, and so on <Policy 36>
- Efforts towards realizing practical-level simultaneous interpretation utilizing multilingual translation technology and expanding the priority languages to 21 languages <Policy 37>
- Consideration of the development and improvement of counseling services that reflect the actual situation of the consulting counters and implementation of development and improvement actions based on the results of the consideration <Policy 44>

**Further promotion the use of plain Japanese in information dissemination and consultation services**

- Summarizing points to consider when speaking in plain Japanese, etc. and supporting local governments in their initiatives <Policy 48>
- Consideration of the use of a translation tool, etc. for plain Japanese <Policy 49>

**Initiatives to establish the foundation of a society of harmonious coexistence**

**Raising awareness to realize a society of harmonious coexistence**

- Establishment of "Month for Raising Public Awareness of Harmonious Coexistence with Foreign Nationals" (tentative name), and implementation of various events to raise public awareness, etc. <Policy 153>
- Implementation of surveys and research for the establishment of a network to identify the actual conditions of schoolchildren in scattered local communities <Policy 56 (reposted)>

**Improvement of government statistics to investigate on the actual living conditions of foreign nationals, etc.**

- Creation and publication of new statistics to analyze the living situations of foreign residents utilizing the statistics on foreign residents in Japan, etc. <Policy 159>
- Implementation of statistical surveys to identify the actual conditions of the employment management of working conditions, etc., of foreign workers and of labor migration, etc. <Initiative 160>

**Enhancement of information collections and strengthening of cooperation, etc. among relevant organizations for the development of infrastructure for realizing a society of harmonious coexistence**

- Promotion of support for foreign nationals and improvement of the environment for acceptance of them through development of highly professional Accepting Environmental Coordinators <Policy 162>
- Enhancement and strengthening of information dissemination, etc. through implementation of trial project to support the efforts of private support groups to provide outreach support to foreign nationals <Policy 163>
- Consideration of enhancement of cooperation between related organizations in the consultation offices and the counseling function of the Immigration Information Centers <Policy 164>
- Consideration of efforts towards construction of a centralized information management system required for residency management at the Immigration Services Agency <Policy 165>
- Consideration of expansion of procedures to be made online and of construction of a system that enables users to use their own information on Mynaportal <Policy 166>
- Consideration of improvement of the environment for acquisition of Individual Number Cards ("My Number Card") and efforts towards the integration of Individual Number Cards and residence cards <Policy 167>
- Consideration of provision of support to foreign nationals with life problems, such as development of specialist supporters <Policy 6 (reposted)>
- Consideration of how data contributing to the plans and drafts of coexistence measures related to foreign nationals should be mounted, and the collection of data, etc., to be mounted <Policy 168>
- Adequate qualification management for insured persons who have changed to a residence qualification under which they are not covered by National Health Insurance <Policy 173>

**Creating a system where foreign nationals also play an active role in a society of harmonious coexistence**

- Provision of support to international students aiming to qualify as certified care workers, including allocation of scholarships <Policy 181>
- Implementing support for leading local government initiatives through Digital Garden City Nation grants <Policy 183>
- Implementation of reviews of the "Fourth Generation Japanese Acceptance System" <Policy 184>
- Promotion of volunteer community revitalization activities for the settlement of foreign nationals in the local community through collaboration with the local government, etc. <Policy 187>

**Construction of the residency management system as a foundation for a society of harmonious coexistence**

**① Strengthening the foundation of residency management**

- Consideration of revisions concerning the "permanent resident" status, such as revision of the requirements for acquisition of the status and responses to situation changes after acquisition <Policy 188>
- Further optimizing the operations of the refugee recognition system through clarifying normative elements on the eligibility for refugee status, etc. <Policy 189>
- Support on foreign nationals for the application for Individual Number Cards to promote the possession of Individual Number Cards among foreign nationals. <Policy 191>

**② Accurate management of international student enrollment**

- Stricter examinations of residence status, such as not permitting the acceptance of international students, for institutes like universities, that do not appropriately manage international student enrollment <Policy 199>

**③ Further optimization of the Technical Intern Training Program**

- Establishment of a system that integrates the counseling and instruction functions in the Technical Intern Training Program and consideration of online system of application and other procedures <Policy 99 (reposted)>
- Strengthening of on-site inspections as measures against disappearance of technical intern trainees, terminating acceptance of new technical intern trainees from sending organizations with a large number of missing technical intern trainees, and promoting joint efforts with related organizations to prevent technical intern trainees from running away, such as publication of a leaflet on prevention of missing technical intern trainees <Policy 205>

**④ Strengthening of measures against illegal foreign residents**

- Strengthening of the system to reduce the number of deportation evaders based on the enactment of the Immigration Law Amendment Bill, etc. <Policy 214>

**Support for each life stage and life cycle**

**Support, etc. for foreign nationals, especially those in infancy and school ages**

- Launch of community-based programs that provide opportunities for parents and their children to meet up and consult about their concerns and problems encountered in parenting <Policy 52>
- Promotion of integrated management and identification of the school enrollment status of foreign children by collaborating between the Basic Resident Registration system and the school-age children registration system <Policy 55>
- Provision of multilingual information dissemination and consultation support concerning health and hygiene in schools for foreign students to ensure health and hygiene in such schools <Policy 57>

**Support, etc. for foreign nationals, especially those in the early stage of adolescence and adulthood**

- Collect, publicize and disseminate examples of special education curricula designed and implemented for Japanese language guidance. <Policy 60>

**Support, etc. for foreign nationals, especially those in adolescence and adulthood**

**① Support for employment for international students, etc.**

- Providing employment support to international students through the Employment Service Center for Foreigners, etc. <Policy 68>
- Promotion of employment and successful work life of international students through the formation of regional consortiums for supporting highly skilled foreign professionals <Policy 88>

**② Support at work**

- Dissemination and promotion of utilization of bi-directional educational video training materials and guidebooks in workplaces for Japanese employees and foreign national employees <Policy 89>
- Providing career counseling through expert consultants and interpreters at employment service counters for foreign nationals at Hello Work <Policy 91>
- Providing vocational training for settled foreign residents with special considerations to their Japanese proficiency levels and promoting assignment of vocational training coordinators for settled foreign residents <Policy 94>

**③ Ensuring an appropriate work environment, etc.**

- Implementation, on a trial basis, of lessons related to the employment and labor officer to be appointed on the basis of the guidelines for foreign employee management <Policy 97>
- Promotion and education activities on systems that can be used by technical intern trainees who are pregnant or have given birth to a child <Policy 107>

**Support, etc. for foreign nationals, especially those in old age**

- Continued publicizing and public relations concerning the pension system and consideration of enhancement of it <Policy 108>

**Support common to all life stages**

- Grasp of actual situation by "Basic Survey on Foreign Residents", etc. <Policy 21 (reposted)>

\*1: Underlined indicate policies that are not related to the "Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (FY2023 Partly Changed)", \*2: Policy Numbers in red indicate new policies.

# (Reference Material 4) Progress (Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals)

## Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (Partially Revised in FY2023)

(Approved by the Ministerial Conference on Acceptance and Coexistence of Foreign Nationals on June 9, 2023.)

(Discussing training and certification schemes for coordinators of comprehensive support)

- **The government will consider the content of training to develop professionals** (tentative name: Comprehensive Foreign National Support Coordinators) who can **lead foreign nationals facing problems in their lives to an appropriate source of assistance** (e.g., supports for those who need job searches and daily necessities by unemployment, and Japanese-language studies for different needs and levels, etc.) **and measures for smooth assignment of those that have completed the training and gradually implement such measures.** In addition, **the government will consider how the certification system for highly specialized support professionals should be designed and arrive at a conclusion.**

### Development and promotion of professionals who coordinate comprehensive support for foreign nationals , etc. 《4》 , 《30》 , 《65》 , 《86》

**5-year goal** Develop who can lead foreign nationals facing problems in their lives to an appropriate source of assistance and measure for smooth appropriate assignment so that foreign nationals can quickly receive the assistance they need.

- Outline**
- Provide training needed to develop professionals (tentative name: “Comprehensive Foreign National Support Coordinators”) who can lead foreign nationals facing problems in their lives to an appropriate source of assistance as well as maintain their expertise and raise their social recognition level.
  - Consider how the certification system for highly specialized support professionals should be designed and arrive at a conclusion.

	Specific policies	FY2022	FY2023	FY2024	FY2025	FY2026	KPI
<b>Road map</b>	Provision of training needed to develop Comprehensive Foreign National Support Coordinators (tentative name) and consideration of the ideal certification system	Consideration of the roles, abilities, etc. of Coordinators with experts, etc. to arrive at a conclusion	Consideration of issues such as the content of Coordinator training and promotion of the assignment of persons who complete training based on the opinions of experts	Provision of necessary training, etc. based on the results of consideration			<ul style="list-style-type: none"> <li>• Number of training sessions held</li> <li>• Number of persons who complete the training course</li> <li>• Employment of persons who complete the training course by related organizations (to be considered based on the results of review in FY2022 and FY2023)</li> <li>• Implementation status of the certification system</li> </ul>
			Consideration based on the opinions of experts, etc. as to how the certification system for highly specialized support professionals should be designed, and its gradual implementation starting from what can be done first based on the results of the consideration				



**Overview**

<p><b>Basic policy on training program</b></p>	<p>A trainee who is recognized as being able to understand the roles of Support Coordinator for Foreign Nationals as well as having acquired and being able to apply the foundational set of specialized knowledge and skills and who can perform their basic tasks as a Support Coordinator for Foreign Nationals, shall be certified as a “Support Coordinator for Foreign Nationals.”</p>
<p><b>Intended targets for training program</b></p>	<p>Personnel currently engaged in responding to consultations in person or engaged in providing guidance and advice to other personnel tasked with responding to consultations at consulting counters for foreign nationals operated by the national government, local governments, or other organizations commissioned by either of the former two, who are objectively confirmed to have actual work experience for a certain amount of time in consultation services at a consulting counter for foreign nationals operated by one of the above organizations or by a private organization (regardless of nationality).</p>
<p><b>Course attendance requirements</b></p>	<p><b>i, Consultation services</b>          "Consultation services" refers to providing consultations for foreign nationals.</p> <p><b>ii, Certain amount of time</b>          A "certain amount of time" refers to work experience of 1 year or more as a counselor at a consulting counter for foreign nationals operated by the national government, local governments, or an organization or a private company, etc. commissioned by either of the former two, within the 3 most recent years from the scheduled start date of the training, and the number of worked days during that period of working is at least 180 days.          Moreover, in view of the great impact of the COVID-19 pandemic, from FY2024, for the time being, prospective trainees will be considered to have met the requirements if they have work experience of 1 year or more at the above organization or private company, etc., within the 5 most recent years from the scheduled start date of the training, and the number of worked days during that period of working is at least 180 days.</p> <p><b>iii, Work experience</b>          Refers to experience engaged in handling consultations for foreign nationals as a counselor at a consulting counter for foreign nationals operated by an the national government or a local government, or an organization or a private company, etc., commissioned by either the former two.          The following national qualifications allow an exemption from the work experience requirement.</p> <ul style="list-style-type: none"> <li>○ Certified Social Worker</li> <li>○ Career Consultant</li> <li>○ Certified skilled worker of Career Consulting (1st grade and 2nd grade)</li> <li>○ Certified Public Psychologist</li> <li>○ Psychiatric Social Worker</li> </ul> <p>* For further details, refer to the Report on Discussions.</p>
<p><b>No. of trainees</b></p>	<p>60 trainees per training program</p>
<p><b>Program fees</b></p>	<p>Around 15,000 JPY</p>
<p><b>Implementation format</b></p>	<p>The training program will be implemented in the following 3 phases.</p> <ul style="list-style-type: none"> <li>○ Training Program 1 (Online training): Classes concerning expert knowledge and skills needed for completing the training program over the course of 2 months. In addition, an examination period is set for taking comprehensive review tests.</li> <li>○ Practical Exercises: Trainees tackle assigned practical exercises at their workplaces for 3 months.</li> <li>○ Training Program 2 (Group training): 2 days group training program which includes group discussions and the examination of case studies.</li> </ul>

## Overview

**Implementing party** Immigration Services Agency

**Methods for selecting lecturers** The Immigration Services Agency will select training program lecturers who have knowledge, skills, work experience and experience in providing training in relation to the field of each subject.

**Trainee recruitment and selection**

**i, Recruitment of trainees**

- Trainees are to be recruited from the employees of local governments nationwide as well as regional immigration services bureaus of the Immigration Services Agency.
- Further details, including the training program application method, are to be described in the operating procedures.
- The recruitment period will be for approximately two months from the start of acceptance of applications.

**ii, Method, etc., for selecting trainees**

- The Immigration Services Agency will select trainees from amongst those who have applied while taking into consideration the capacity of the training program.
- In selecting trainees, this is to be done with consideration for the number of foreign nationals residing in the jurisdiction of the local government that is operating the one-stop consulting counter where the prospective trainee is employed, the operational status of that consulting counter (number of consultations, status of provision of subsidies for preparations for an environment for the acceptance of foreign nationals, etc.), and the point of preventing an uneven distribution, etc., of trainees across specific regions.
- Trainees are to be selected from the employees of regional immigration services bureaus of the Immigration Services Agency based on the status of applications from one-stop consulting counters.

**Establishment and use of the training program website**

- A training program website will be established for the training programs, and all communication between trainees and the Immigration Services Agency, lecturers, etc., during the training period will be via that same website.
- The training program website is primarily to have the following functions.
  - Delivery and streaming of recorded lectures for Training Program 1, taking review tests and receiving result notifications
  - Communication with the Immigration Services Agency and lecturers, etc.
  - Receiving and answering general questions on matters related to training program operational matters, etc., and the Immigration Control and Refugee Recognition Act
  - Receipt of assignments for the Practical Exercises and submission of assignment reports

# (Reference Material 7) Training Program 1 (Online Training)

## Overview

### Implementation methods, etc.

- Start from around August in FY2024.
- Trainees will attend 60 hours of online lectures in the order of Subject Group A through Subject Group E.
- Subject groups A through E will be as follows.
  - A: Significance of the deployment of Support Coordinator for Foreign Nationals
  - 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

### Review test

- Implementation of the following two tests as review tests.
  - Short test: One test for each subject group (Total of 5 times)
  - Comprehensive review test: One test covering all subject groups following the end of the program (once)
- Trainees are to take review tests via the training program website.
- Both the short tests and the comprehensive review test can be taken as many times as needed during the period of Training Program 1 until they have all been passed.
- Trainees who pass the comprehensive review test can progress onto Practical Exercises.

### Questionnaire regarding status of activities of trainees (questionnaire)

- A questionnaire (registration form) will be carried out with the trainees regarding the current status of one-stop consulting counters, etc., where they work and the activities of trainees in order to grasp the current status of one-stop consulting counters, etc., where trainees work and activities of trainees as well as use the results as a reference for the implementation of the Practical Exercises and Training Program 2.
- The questionnaire shall be sent via the training program website. Trainees are to download the questionnaire, fill in their answers, and submit this to the training program website according to the instructions of the secretariat.

## (Reference Material 8) Practical Exercises

### Overview

#### **Implementation methods, etc.**

- Start from around November in FY2024.
- For the Practical Exercises, trainees will undertake these at their workplaces.
- Trainees will apply the specialized knowledge and skills they acquired in Training Program 1 to tackle practical exercises and assignments during their usual daily consultation work in their workplace, etc.

#### **Assignment reports, etc.**

- Trainees will report on the status of their efforts on assignments approximately one month after starting the Practical Exercises.
- Trainees are to submit prepared assignment reports to the training program website in line with the instructions of the secretariat. (The submitted report shall be checked by the lecturer responsible for the Practical Exercises and Training Program 2, and used as a reference for the implementation of Training Program 2.)

#### **Responding to questions during the implementation period**

- Questions concerning operational matters for training during the implementation period will be accepted via the training program website.
- In principle, questions concerning specified assignments will be accepted only at the timing of the submission of the report on the status of efforts on assignments.

## (Reference Material 9) Training program 2 (Group Training)

### Overview

<b>Implementation methods, etc.</b>	<ul style="list-style-type: none"><li>○ To be implemented in around February 2025 in FY2024.</li><li>○ 2 day group training program which will include group discussions and the examination of case studies.</li></ul>
<b>Completion test</b>	<p><b>i, Completion test</b></p> <ul style="list-style-type: none"><li>○ The final stage of Training Program 2 will include a completion test for all trainees who have completed all the subjects in Training Program 2.</li><li>○ The completion test will be in the format of a mark sheet, and in addition to questions testing knowledge and skills, the test shall require examinees to choose the correct responses for cases presented in problem statements with reference to examinations for other national qualifications.</li><li>○ Trainees who do not take the completion test or do not meet the predetermined criteria for passing this test, will be deemed to have failed.</li></ul> <p><b>ii, Handling of trainees who fail the completion test</b></p> <ul style="list-style-type: none"><li>○ Trainees who fail the completion test will not be recognized as having completed the training program nor certified as a Support Coordinator for Foreign Nationals.</li></ul>
<b>Handling of questions for Training Program 2</b>	<ul style="list-style-type: none"><li>○ Questions concerning operational matters for training before the implementation of Training Program 2 will be accepted via the training program website.</li><li>○ In regard to questions about the content of the training, etc., a period of time shall be set during Training Program 2 for trainees to ask questions to lecturers.</li></ul>
<b>If a trainee is not allowed to take Training program 2</b>	<ul style="list-style-type: none"><li>○ In the following cases, trainees will not be permitted to take or continue taking Training Program 2 so that the smooth and reliable implementation of training can be secured.<ul style="list-style-type: none"><li>• If they are 60 minutes or more late from the start time of Training Program 2</li><li>• If the secretariat determines that it would not be appropriate for the trainee to take the program, for example, because of interference with other students.</li></ul></li></ul>

# (Reference Material 10) Certification Method, Etc.

## Overview

### Designation of trainees that have completed the training programs

- Their designation will be Support Coordinator for Foreign Nationals.
- However, when their role is described or written in documentation, etc., the following supplementary explanation should be given as necessary together with the explanation that Support Coordinator for Foreign Nationals play an important role in realizing a society that has a harmonious coexistence with foreign nationals.  
[Supplementary explanation]  
A Support Coordinator for Foreign Nationals is "a professional 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 from occurring in their lives."  
(Note 1) Such problems refer to those 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.

### Certification method

- A trainee who is recognized as being able to understand the roles of Support Coordinator for Foreign Nationals as well as having acquired and being able to apply the foundational set of specialized knowledge and skills that must be acquired and who can perform their basic tasks as a Support Coordinator for Foreign Nationals, shall be certified as a "Support Coordinator for Foreign Nationals."
- Specifically, trainees who have passed the completion test for Training Program 2 and who do not fall under any of the following reasons for disqualification set forth by the Immigration Services Agency shall be certified.  
\* For further details for disqualification, refer to the Report on Discussions.

### Holding of the Certification Review Committee

The Certification Review Committee shall be established for the purpose of supervising and reviewing the questions on the completion test, reviewing whether trainees have passed or failed completion tests, reviewing whether a trainee falls under the reasons for disqualification specified by the Immigration Services Agency, and determining which trainees are to be conferred with completion certification.

### Issuance of certificates

A certificate will be issued to trainees who have been certified by the Immigration Services Agency following a decision on program completion and certification by the Certification Review Committee.

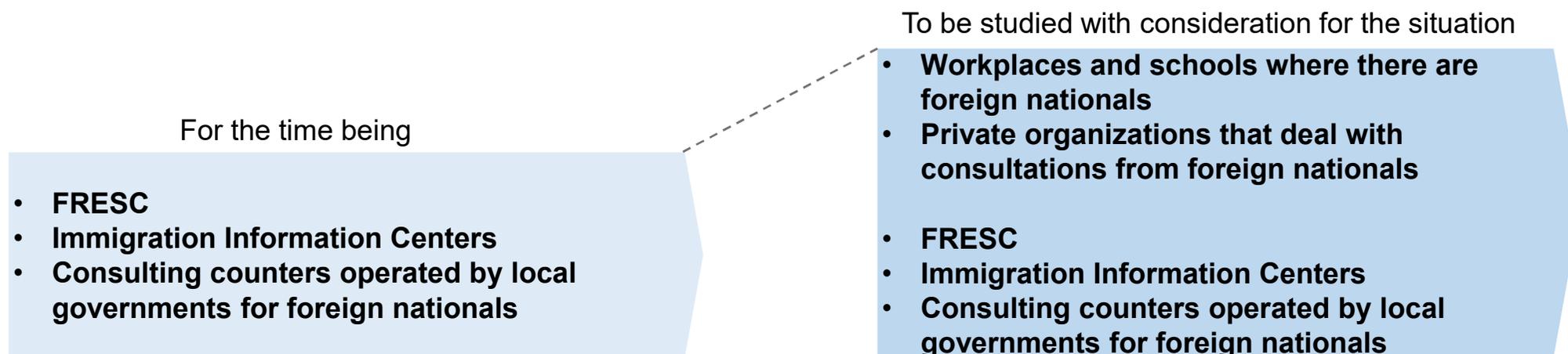
### Renewal of certification

The validity period of a certificate will be 3 years from March 31 of the fiscal year that the certificate was issued. If a Support Coordinator for Foreign Nationals does not attend or complete certification renewal training within the validity period, their certificate will become invalid once the end date of the certificate is reached.

## (Reference Material 11) Measures for Expansion

- In view of the roles of Support Coordinator for Foreign Nationals, in addition to the national government and local governments that respond to consultations from foreign nationals or which assist foreign nationals in living in Japan, intended targets for training can include people at places with similar activities, such as organizations that accept foreign nationals for work or school, etc.
- From FY2024 onwards, consideration should be given to expanding places where Support Coordinator for Foreign Nationals are active to private organizations, etc., that handle consultations from foreign nationals, in addition to workplaces and schools for foreign nationals, while taking into account the operational situation, such as the status around securing lecturers and the scale of training.

### Locations where Support Coordinator for Foreign Nationals are active



#### [Support measures for training costs]

From FY2024 onwards, costs for training program fees for trainees who work at local governments that receive subsidies for preparations for an environment for the acceptance of foreign nationals and trainees who work at one-stop consulting counters operated under entrustment from local governments may be covered by those same subsidies based on the subsidy guidelines.

## (Reference Material 12) Function of Special Portal Site for Those Who Have Completed Training Programs

There needs to be support for more appropriate and smooth consulting support and preventive support via making it easier for Support Coordinator for Foreign Nationals to establish horizontal connections and to cooperate with each other, sharing knowledge, strengthening networks, and through wide-area cooperation that transcends regions, etc. At the same time, efforts need to be made to build and start operating a special portal site for those who have completed the training program from FY2025 so that the requests of Support Coordinator for Foreign Nationals and the status of their activities can be grasped in a timely manner.

### Functions and information of the special portal site for those who have completed the training program

- Conclusion reached in FY2023
  - Database of trainees who have completed the training program (database to be usable by all such trainees)
  - \* Assumed displayed information would be names, areas of activity, field of consultation with in-depth knowledge, skills held (qualifications, languages, etc.), most recent workplace, contact information, etc.
  - Notifications from the national government
  - List of partners for connecting people seeking consultations with appropriate support
  - \* Assumed to be a list of partners for each field of response
  - Questionnaire surveys
- Discussions to continue in and after FY2024
  - Reference consultation case studies, etc.
  - Consultation case examples for regional problems

### Points to note

- Database of those who have completed the training program only to be made public with their consent.
- Necessary to protect personal information in example cases and also the information of those who have completed the training program, and ensure the appropriateness and validity of published content.

**Necessary to continuously examine operation methods, the content of information to be posted, and the frequency of post updates so that the portal site is continuously operated and used.**

## (Reference Material 13) Actions to Be Addressed From FY2024

### **Discuss a certification system for highly-skilled support professionals**

In order to consider making Support Coordinator for Foreign Nationals a national qualification, while also taking into account the performance of those who have completed the training program as well as other national qualification systems and how they are operated, an examination will be implemented pertaining to an overview of the national qualification system for interpersonal support and the current status of consulting support, etc.

### **Remedial measures to ensure that proper recognition is received and that working conditions correspond to the expertise of staff**

To be continuously considered while taking into account the results of discussion on a certification system for highly-skilled support professionals.

### **Holding of case study workshops for those who have completed the training program**

Support Coordinator for Foreign Nationals should have exchanges amongst themselves and update their knowledge, and at the same time case study workshops are to be held, with their operation to be considered, as a way to contribute to the strengthening of horizontal connections.

### **Consideration for measures to improve the environment for accepting foreign nationals**

It is necessary to construct a mechanism to feed facts, themes, system problems, etc., uncovered by Support Coordinator for Foreign Nationals through individual support back to the national local government and local governments, and to consider measures for improving the environment for accepting foreign nationals.

### **Efforts for publicizing the activities of Support Coordinator for Foreign Nationals**

In addition to widely raising awareness about Support Coordinator for Foreign Nationals and creating awareness that such coordinators exist, it is also necessary to make efforts to more effectively raise awareness toward securing, etc., trainees for the training program.

### **Assessment and revision of content and methods, etc., of the training programs**

With consideration for the status of the operation of the training programs, the opinions of trainees that have been obtained from questionnaire surveys, etc., and the status of activities of those who have been certified as Support Coordinator for Foreign Nationals, etc., the implementation and operation of the training program is to be assessed and revised.

### **Expanding intended targets, scale, and activities of the training programs based on the availability of lecturers**

In the future, consideration should be given to expanding places where Support Coordinator for Foreign Nationals are active while taking into account the operational situation, such as the status around securing lecturers and the scale of training.

### **Approaches to training for certification renewal**

Implementation of study on the approaches to training for certification renewal and expert training.

### Interviews with relevant parties to foster discussions on the approaches to training for Support Coordinator for Foreign Nationals.

Interview date and interviewees were as follows.

	Interview date	Interviewee
1	Friday, July 21, 2023	Osaka International House Foundation
2	Thursday, October 26, 2023	Shimane Prefectural Culture and International Affairs Division Shimane International Center
3	Wednesday, November 8, 2023	Long-Term Care Insurance Section, Social Welfare Department, Edogawa City, Tokyo
4	Wednesday, November 29, 2023	National Federation of Commissioned Welfare/ Child Welfare Volunteers

URL for posted results of interviews:

[https://www.moj.go.jp/isa/policies/policies/other\\_hearing00061.html](https://www.moj.go.jp/isa/policies/policies/other_hearing00061.html)