

Curriculum for the Training Program for Support Coordinator for Foreign Nationals

Report on Discussions

March, 2024

Committee on the Formulation of a Curriculum for Training
Support Coordinator for Foreign Nationals

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Introduction

In relation to the training and certification of Support Coordinator for Foreign Nationals, in line with the Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (FY2020 Revision)¹ in July 2020, a study was duly initiated by the Immigration Services Agency on measures for the development of professionals who coordinate comprehensive support for foreign residents.

In June 2022, it was decided in the Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals² (hereinafter referred to as the "Roadmap") to review the roles and qualifications, etc. of coordinators in FY2022, and to review the details, etc., about coordinator training in FY2023. In addition, at the same time, in FY2023, it was decided to launch a discussion on a certification system for highly-skilled support professionals, and to implement a certification system in stages of what is feasible based on the results of the discussion.

Thus, in October 2022, the Immigration Services Agency convened the Committee on the Roles of Professionals Who Coordinate Comprehensive Support (hereinafter referred to as the "FY2022 Committee") comprised of experts and agency personnel that were to meet and discuss the expected roles, skills, training, and other matters related to professionals who coordinate comprehensive support for foreign nationals. The results of their discussions were compiled as The Roles of Professionals Who Coordinate Comprehensive Support (Report on Discussions) (hereinafter referred to as the "FY2022 Report on Discussions") and published³.

In FY2023, based on the Roadmap and the FY2022 Report on Discussions,

¹ Approved by the Ministerial Conference on Acceptance and Coexistence of Foreign Nationals on July 14, 2020 (hereinafter referred to as the "Ministerial Conference").

² Approved by the Ministerial Conference on June 14, 2022. Partially revised on June 9, 2023.

³ Published on April 14, 2023 (<https://www.moj.go.jp/isa/content/001398442.pdf>).

the Committee on Approaches to the Training of Support Coordinator for Foreign Nationals (hereinafter referred to as the "Training Committee") was established to examine and formulate matters pertaining to the implementation and operation of training programs, and approaches to a certification system for highly-skilled support professionals. In addition, the Committee on the Formulation of a Curriculum for Training Support Coordinator for Foreign Nationals (hereinafter referred to as the "Formulation Committee") was established to examine and formulate a training curriculum, etc., concerning the training of Support Coordinator for Foreign Nationals.

This report compiles the results of an examination and formulation of a training curriculum by the Formulation Committee.

Based on a Report on Discussions⁴ of this report and the Training Committee (hereinafter referred to as the "FY2023 Report on Discussions"), training programs will be implemented from FY2024.

⁴ Approaches to the Training of Support Coordinator for Foreign Nationals (Report on Discussions) (published on March 15, 2024)
(<https://www.moj.go.jp/isa/content/001414703.pdf>).

Chapter 1 - Background

1. Background

Following discussions on the ability and training of professionals who coordinate comprehensive support by the FY2022 Committee (3rd meeting of the committee on January 13, 2023), the following opinions were expressed in regard to the training curriculum.

- In formulating the curriculum, it is necessary to define the attainment targets of the training in writing and to consider assessments for the attainment level of each theme.
- The structure of the curriculum, its content, assessment, etc., are parts that require control and supervision, but there are concerns that outsourcing could reduce the quality of training.

In addition, as stated in the FY2022 Report on Discussions, a training program for Support Coordinator for Foreign Nationals (hereinafter referred to as the "Training Program") is to be provided on the order of 64 hours of classes on expert knowledge and skills, etc., across various fields. At the same time, within FY2023, the examination and formulation of matters pertaining to the training content, such as the curriculum, materials, and guidelines for advance training of lecturers was also incorporated into the discussions.

For this reason, it was decided that this Committee meet during FY2023, separately to the Training Committee that is examining various issue, in order to intensively work on the examination and formulation of matters pertaining to control and supervision of the curriculum, teaching materials, and guidelines for advance training of lecturers while ensuring the required quality.

2. Considerations and formulation matters for FY2023

The Committee examined the following matters and proceeded with

formulation.

- Learning objectives (including certification policy), subjects, number of hours for each subject, teaching methods, assessment methods, matters that need to be specified for each subject (learning content, attainment targets, assessment criterion), etc.
 - Curriculum and syllabus
- Learning objectives, learning content, etc.
 - Textbooks
- Overview of course, teaching methods, partners, etc.
 - Teaching guidelines (Guidelines for classes)
- Significance, content, assessment criteria, and points to be noted for the training program
 - Considerations pertaining to advance training of lecturers

Chapter 2 - Formulation of the Curriculum, etc., and Compilation Policy by the Formulation Committee

1. Formulation of the curriculum, etc.

The Committee formulated a curriculum, syllabus, textbooks, teaching guidelines, and guidelines for advance training of lecturers (hereinafter referred to as the "curriculum, etc.") toward a training program to be implemented from FY2024.

2. Basic approach to the formulation of the curriculum, etc.

(1) Required perspective on the formulation of the curriculum, etc.

In the formulation of the curriculum, etc., in addition to handling consultations from foreign nationals facing problems in their lives (such problems refer to those faced in their daily, social, or professional lives. Hereinafter the same applies), connecting them with appropriate cooperation partners and guiding them to solutions, further to the perspective of developing human resources that can provide information to prevent problems from occurring in their lives, it is also necessary to consider what kind of knowledge and skills the prospective trainees wish to acquire in the training program and what kind of human resources are needed by their workplaces, etc.

Therefore, the Committee decided to tackle the formulation of the curriculum, etc., while taking into consideration the following perspectives.

i, Perspective regarding prospective trainees

- Trainees will be enabled to appropriately handle even complicated and complex consultations.
- Trainees will be enabled to acquire knowledge on laws and regulations related to immigration control and accurately understand the status of residence of those seeking consultations.
- Trainees will be enabled to understand the cultural and social backgrounds and values of foreign nationals seeking consultations

who are from diverse backgrounds.

- Trainees will be enabled to draft support plans (a pathway toward solutions, including the order of steps toward a solution) based on a cross-cutting perspective according to the circumstances of the problem.
- Trainees will be enabled to promptly consider and select appropriate partners that are feasible for people seeking consultations.
- Trainees are to exchange opinions with other trainees and lecturers, etc., broaden their horizons and adopt cross-cutting perspectives, understand the workplace practices of their peers who share the same purpose, and build horizontal connections.

ii, Perspective for workplaces, etc., of prospective trainees

- Following successful completion of the training program, trainees will be able to accurately grasp the status of residence based on their knowledge of immigration laws and regulations, etc., comprehend the cultural and social background and values of those seeking consultations, and be empowered to respond appropriately.
- Following successful completion of the training program, trainees will be able to appropriately handle complicated and complex consultations, smoothly connect those seeking consultations with an appropriate partner, and lead them to a solution.
- Following successful completion of the training program, trainees will become core human resources of the consulting counters where they work, and by actively working in cooperation with the staff of partners, the quality of the consultation handling of the entire consulting counter where they work will improve.
- Following successful completion of the training program, trainees will be able to provide preventive support through daily life orientations,

etc., in response to requests from external organizations (for example, organizations that accept foreign nationals, such as workplaces and schools for foreign nationals).

(2) Compilation policy of the curriculum, etc.

The Committee flagged the following goals as needing to be aimed for in the training program.

- Trainees being enabled to acquire the four abilities (① Ability to Accurately Understand the Status of Residency of Foreign Nationals, ② Ability to y to Help Foreign Residents Adequately Solve Their Complicated, Multifaceted Problems, ③ Ability to Give Guidance to Appropriate Solution Strategies for the Complicated and Complex Content of Consultations for Foreign Nationals, and ④ Ability to Connect Foreign Nationals to Appropriate Sources of Assistance) needed for becoming a Support Coordinator for Foreign Nationals.
- Trainees who have completed the training program will be able to acquire the specialized knowledge and skills needed to perform their basic work duties as Support Coordinator for Foreign Nationals and will be able to smoothly connect people seeking consultations with appropriate support.
- Lecturers understand the purpose of the training programs, the compilation policy for the curriculum, etc., and all lecturers provide teaching of the same quality.

The Committee decided to draw up the curriculum, etc., based on the following policies in order to realize the above.

- ① Clarifying within the curriculum, etc., an overview for the specialized knowledge and skills required of Support Coordinator for Foreign Nationals.

- ② Clarifying within the curriculum, etc., the learning content, attainment targets, assessment criteria, etc.
- ③ Clarifying the purpose of the training program and the content, etc., to be covered in advance training for lecturers in the teaching guidelines to be used by lecturers.

Chapter 3 Curriculum, etc. for the training program

1. Curriculum

The curriculum shows the subject groups, subjects and lecture time throughout the training program.

The curriculum is to incorporate the basic policy for the training program, the policy of the curriculum, and the subjects and (length) time in the training program. The specific structure shall be as follows.

- ① Basic policy for the training program (indicating the roles of Support Coordinator for Foreign Nationals, the purpose of the training program, and the kind of aimed-for trainees who have completed the training program)
- ② Curriculum policy based on the basic policy
- ③ Overall flow of training program, subjects, teaching methods, assessment methods, and certification methods

In formulating the curriculum, it was noted that the elements of the main roles (Consulting Support and Preventative Support⁵) of Support Coordinator for Foreign Nationals should be incorporated in an easy-to-understand manner for trainees.

2. Syllabus

The syllabus shows the learning objectives, learning contents, class titles, attainment targets, assessment criterion, etc., for each subject.

The syllabus content shows the learning objectives for each subject, the learning content, and the number of classes per subject so that trainees

⁵ Consulting Support refers to the work tasks of handling consultations from foreign nationals, connecting them to appropriate partners, and leading those seeking consultations to a solution. Preventive Support refers to the work tasks of preventing problems from occurring in their lives by helping those seeking consultations understand an overview of support systems and procedures in Japan as well as the differences from those of their home countries and enabling them to smoothly gain information on where they can seek help by giving or providing information on support partners, etc., when problems occur. For further details, refer to Chapter 2, 1. (2), of the FY2022 Report on Discussions.

can comprehend in an easy-to-understand manner the significance and necessity of learning each subject. In addition, attainment targets are to be set to be content that corresponds to the learning objectives.

In addition, the assessment criterion for measuring and confirming the status of achieving the learning objectives are to be clarified in advance, while trainees are to be enabled to measure their own degree of achievement in regard to the attainment targets, in order to be able to fairly and appropriately evaluate all trainees.

In addition, based on the contents to be learned in the training programs, among other things, it was decided to incorporate the following items in the syllabus.

It was also decided that the specific contents of Practical Exercises and Training Program 2 are to be continuously examined during the implementation of the training program in FY2024.

(1) Training Program 1

- Overview of culture, society, customs, religions, and social systems of foreign countries to order to understand the cultural and social background of people seeking consultations as prerequisite knowledge for handling consultations for foreign nationals.
- Knowledge of easy Japanese as a basic skill for Support Coordinator for Foreign Nationals to appropriately communicate with those seeking consultations.
- Moreover to recognizing that the people seeking consultations need mental support and to be appropriately connected to specialists, etc., knowledge about mental health to prevent such people from having an excessive psychological burden, the characteristics of such people who need mental support, and points on appropriate handling.
- Knowledge to understand the strengths and resources that people

seeking consultations have and knowledge on providing consultation handling support while obtaining the consent of the person seeking a consultation.

- In addition to administrative organizations, non-administrative organization partners as relevant agencies that can be partners for Support Coordinator for Foreign Nationals (specifically, local social workers and NPOs that provide community support).
- Methods and points on coordination with relevant organizations in order to gather results and build relationships after someone seeking a consultation is handed over to a partner, and secure partners if there **are no partners in a specific region.**

(2) Practical Exercises

- Trainees, under the understanding and cooperation of their workplace, and taking into account current issues at their workplaces, etc., are to utilize the knowledge, etc., they gain in Training Program 1 and to set issues related to the content that they want to work on and the results they want to obtain in the Practical Exercises⁶.
- Trainees are to report⁷ on the status of their efforts on assignments approximately one month after the start of the Practical Exercises in order to confirm the appropriateness of the set issues and for lecturers to understand the status of the efforts of trainees in the Practical Exercises.

⁶ In regard to how to specifically set issues for assignments, this should be considered during the operation of the training course, and when an assignment is being set, the secretariat will also present points and setting examples, etc., for setting issues for assignments.

⁷ The format of the progress report sheet will be created by the secretariat and shown to trainees along with listed examples. Emphasis is to be placed on not only the handling of individual cases, but also on how they are conscious of coordination. In addition, if it becomes necessary to change an assignment, it is possible to make a change to an assignment after guidance and advice, etc., is received from an instructor.

- Trainees must compile the results of their efforts in the Practice Exercises into an assignment report and submit this after completing all required items.

(3) Training Program 2

- In group discussions, trainees should present their own good handling points and reflection points on examples of successes and failures in the consultation support that they have experienced up to now, and hold discussions on issues, etc.
- When reviewing examples, the content is to include consulting support and consideration for being conscious of cooperation with related organizations.
- When conducting group discussions and reviews of examples, a progress plan is to be set and implemented for enabling constructive discussions.

3. Text materials

The text materials are to be textbooks with content that contains knowledge and skills, etc., that cannot be incorporated in class videos for Training Program 1. These will also serve as a reference book that can be used for review not only during the training program period but also after the training program has been completed.

The textbooks will be divided into five subject groups⁸ (A to E), and learning objectives are set out for the contents to be studied and the knowledge and skills to be acquired in the subject group at the beginning of the learning for that subject group.

In addition to explaining the basic specialized knowledge and skills that should be acquired and an overview of the system, etc., for each subject, the text should also explain the flow of specific procedures and important points,

⁸ Refer to the curriculum and syllabus for further details on the subject groups.

etc., for providing consultation support based on specialized knowledge and while using figures and tables.

In addition, and with reference to the consultation examples received at consulting counters, the text is to explain how specialized knowledge in each subject can be utilized, and explanations are to be added on the points to be noted, etc., when Support Coordinator for Foreign Nationals provide consulting support.

For Subject Group E, in addition to the above, basic cooperation partners are to be indicated, including administrative organizations, such as the national government and local governments, and private partners, in order to provide appropriate consulting support in accordance with the details of the consultation of the person seeking a consultation.

4. Teaching guidelines

In order to make the training program valuable for trainees, it is important that lecturers give appropriate classes based on an understanding of the training program objectives and principles.

Therefore, teaching guidelines were formulated which indicate the basic policy for the training program, the training content, assessment criteria, etc., in order to enable lecturers to give classes with an awareness of what kind of Support Coordinator for Foreign Nationals is being aimed for. The teaching guidelines are intended for use as teaching materials for the advance training of lecturers.

The teaching guidelines are organized according to Compilation of Training Program 1 and Compilation of Practical Exercises and Training Program 2. They describe the learning objectives, the learning content, the points to be taught in classes, etc., the attainment targets for each subject, the assessment criteria, and the points to be noted in teaching, etc.

5. Guidelines for advance training of lecturers

Training program lecturers are to have in-advance training to learn the purpose of the training program, the content of the training, and the assessment criteria, etc., using the teaching guidelines, etc., and the methods, etc., for this training have been compiled as the Guidelines for Advance Training of Lecturers.

In FY2024, the advance training for lecturers is expected to be implemented around the spring of 2024 for lecturers of Training Program 1, Practical Exercises and Training Program 2.

Conclusion

The Committee studied the specialized knowledge and skills, etc., that should be acquired by Support Coordinator for Foreign Nationals in order to prepare them with the four skills needed to fulfill their roles in regard to the training program that will be implemented from FY2024, examined the training content, etc., needed to develop human resources who can use this knowledge and these skills to carry out their basic duties as Support Coordinator for Foreign Nationals, and formulated a curriculum, etc.

For the future, based on this report and the FY 2023 Report on Discussions, it is necessary to steadily implement training programs and continuously produce human resources that can carry out the basic work duties of Support Coordinator for Foreign Nationals. This is so that foreign nationals facing difficulties in their daily lives throughout Japan can receive prompt and appropriate support, and so that progress can be made toward the realization of a society that harmoniously coexists with foreign nationals.

Subsequently, it is necessary to make needed revisions to the formulated curriculum, etc., while taking into account changes in laws and systems, the status of research in specialized fields, the status of the implementation of the training program, and the status of activities of trainees who have completed the training program, etc.

It is expected that Support Coordinator for Foreign Nationals will contribute to the improvement of the environment for accepting foreign nationals in the region by utilizing the specialized knowledge and skills, etc., that they have learned in the training program and by fully demonstrating their abilities in the field of support for foreign nationals across the entire country.

List of members of the Committee on the Formulation of a Curriculum for Training Support Coordinator for Foreign Nationals

As of March 7, 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)

IIDA Toshiharu Komazawa Women's University, Department of Psychology, Associate Professor

OCHANTE MURAY Rosa Mercedes Associate Professor, Momoyama Gakuin University of Education, Department of Human Education

KOYAMA Kenta Associate Professor, Faculty of Communication Studies, Tokyo Keizai University
Director, Research Laboratory for Global DEI, Tokyo Keizai University

MINAMINO Natsuko Professor, Faculty of Design for Welfare Society, Department of Child Care and Support, Toyo University

YAMAZAKI Toshiyuki Tokyo Metropolitan Government Bureau of Citizens, Culture and Sports Director General for Citizen Participation Support

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

Director, Office for Welfare Human Resources Policy, Welfare
Promotion Division, Social Welfare and War Victims' Relief Bureau,
Ministry of Health, Labor and Welfare Japan

(Names without honorifics)

Meeting Record for the Committee on the Formulation of a Curriculum for Training Support Coordinator for Foreign Nationals

First meeting: August 24, 2023

- Holding of Committee on the Formulation of a Curriculum for Training Support Coordinator for Foreign Nationals
- Issues to be discussed
- Training program for Support Coordinator for Foreign Nationals
- Schedule for the future

Second meeting: November 1, 2023

- Training program for Support Coordinator for Foreign Nationals

Third meeting: February 5, 2024

- Report (Draft)
- Text for Training program for Support Coordinator for Foreign Nationals (Draft)
- Guidelines on Training program for Support Coordinator for Foreign Nationals (Draft)

Fourth meeting: March 7, 2024

- Report (Draft)