

## **Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (revised)**

December 20, 2019

Ministerial Conference on Acceptance and Coexistence of Foreign Nationals

### **I. Basic Concept**

In recent years, the number of foreign nationals visiting Japan has been increasing. The number of foreign tourists visiting Japan, which was 8.36 million in 2012, exceeded 30 million for the very first time in 2018, and the number of foreign nationals residing in Japan as of the end of June 2019 was 2.83 million while the number of foreign nationals working in Japan as of the end of October 2018 was 1.46 million, each recording their largest numbers ever.

The Japanese government decided the “Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals” (hereinafter referred to as “Comprehensive Measures”) in December 2018 based on the establishment of the new statuses of residence of “Specified Skilled Worker (i)” and “Specified Skilled Worker (ii)” (implemented from April 2019) resulting from the amendment to the Immigration Control and Refugee Recognition Act (hereinafter referred to as the “Immigration Control Act”) and from the perspective of more strongly and comprehensively promoting the measures for acceptance and coexistence of foreign nationals, and compiled Enhancement of “Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals” (hereinafter referred to as the “Enhancement Measures”) in June 2019, with an emphasis on urgent issues involving the development of an environment for acceptance of foreign nationals, under which the government has worked together to steadily implement the relevant measures.

The government has revised the Comprehensive Measures in line with the direction of the Enhancement Measures, also taking how the previous relevant measures had been put into practice into consideration.

In order to achieve the purpose of contributing to the realization of a society where Japanese nationals and foreign nationals are able to live safely and comfortably together through the proper acceptance of foreign nationals and to realize a society of harmonious coexistence, the Comprehensive Measures will indicate the direction to be taken in relation to the acceptance and harmonious coexistence of foreign nationals.

The position of the government is, from the perspective of accepting foreign nationals as members of society without isolating any of the foreign nationals with a status of residence, including Convention refugees and third-country resettled refugees, to fully develop the establishment of an environment where foreign nationals will be able to enjoy the same public services and live without undue anxiety just as Japanese nationals do.

It should be noted that in order to improve the environment, it is important that not only should the Japanese nationals on the receiving side strive to understand and cooperate for the realization of society of harmonious coexistence, but also the foreign nationals on the received side should also endeavor to understand the principle of harmonious coexistence, and to strive to understand Japanese culture and customs.

With the likelihood of an increase in the number of foreign residents in Japan, the government, under the general organization of the Ministry of Justice will continue to steadily advance the necessary measures to realize a society of harmonious coexistence with foreign nationals with a sense of urgency.

Naturally, the concerning coexistence with foreign nationals is constantly changing, and therefore, this means that it is not enough to simply implement the measures which are included in the Comprehensive Measures. While listening to the opinions of Japanese and foreign nationals, government-wide efforts will continue to be made to regularly follow up on the Comprehensive Measures, add necessary measures as needed, and to make efforts to realize a society of harmonious coexistence.

## **II. Measures**

### **1. Listening to opinions and awareness-raising activities etc. to realize a society of harmonious coexistence with foreign nationals**

#### **(1) Building a framework to listen to opinions of Japanese and foreign nationals**

##### **[Recognition of the current situation / issues]**

In order to realize a society of harmonious coexistence with foreign nationals, it is necessary to accurately grasp what kind of measures are needed as harmonious coexistence measures, and in order to achieve this, it is necessary to listen to opinions from both Japanese and foreign nationals, to establish a framework to reflect these opinions appropriately in the planning and drafting of harmonious coexistence measures, to collect objective data on the issues faced by the foreign nationals, and to conduct a review based on such data.

##### **[Specific policies]**

- The “Meeting to Listen to ‘Voices of Our people’” established in the Immigration Services Agency of Japan, the "Immigration Control Administration Meetings" held by each of the regional immigration services offices, and other forums will continue to listen to the opinions that contribute to the planning and drafting of harmonious coexistence measures from a broad range of stakeholders, including the local governments, companies, and foreign national support groups. Special consideration will be given to continuous exchange of opinions with local governments and hearing of opinions from foreign individuals. In addition, measures will be taken to develop the system for Accepting Environmental Coordinators that are assigned throughout the country. Through those measures,

the Immigration Services Agency will strengthen its comprehensive coordination functions to develop an environment for acceptance of foreign nationals, and continue to demonstrate those functions fully. [Ministry of Justice] <Policy No. 1>

- A basic survey of foreign nationals will be conducted while referring to the “Foreign Resident Survey” to accurately grasp the problems that foreign nationals are facing in their work life, daily life and social life, and to contribute to the planning and drafting of measures related to the development of an environment for the acceptance of foreign nationals. [Ministry of Justice] < Policy No. 2 >
- In order to promote the policies of acceptance of foreign nationals and multicultural coexistence measures corresponding to the increase in the number of foreign nationals residing in Japan and other factors, how researches and information on those policies and measures should be efficiently concentrated and otherwise analyzed will be considered. [Ministry of Justice] <Policy No. 3>

## **(2) Implementation of awareness-raising activities**

### **[Recognition of the current situation / issues]**

In order to realize a society of harmonious coexistence with foreign nationals, it is necessary for the public to have a broad understanding of the necessity and significance of such harmonious coexistence. At the same time, since there are concerns about the occurrence of various problems resulting from differences in language, religion, customs, etc., it is also important to prevent such problems in advance and to respond to them when they occur.

Therefore, it is necessary to promote various awareness-raising activities and to improve the awareness of local governments, companies, and local communities about coexistence with foreign nationals, and to make efforts to publicize such measures as the provision of human rights consultations by the human rights organs of the Ministry of Justice.

### **[Specific policies]**

- The Ministry of Foreign Affairs co-hosts an “International Forum on Acceptance of Foreign Nationals and Their Integration into Japan” with the International Organization for Migration (IOM) and other organizations. Through the introduction of advanced overseas cases by foreign experts, and panel discussions comprising the local governments and other stakeholders inside Japan, the awareness of Japanese nationals are raised, and an opportunity is provided to gain knowledge about the policies for the acceptance of foreign nationals. [Ministry of Foreign Affairs] <Policy No. 4>

- In the government-wide campaign “Foreign Workers Issues Awareness Month” (held in every June), the relevant ministries and agencies conduct awareness-raising activities concerning foreign workers issues through close cooperation. [Ministry of Justice, Ministry of Health, Labour and Welfare, National Police Agency and the relevant ministries and agencies] <Policy No. 5>
- Implement human rights awareness-raising activities to realize a “cohesive society” where all people, including foreign nationals, support mutually and value each other’s human rights at the human rights bodies of the Ministry of Justice. [Ministry of Justice] <Policy No. 6>
- With regard to human rights counseling , investigation and remedy procedures of the human rights bodies of the Ministry of Justice providing multilingual services in 11 languages including Japanese, these services will be advertised in multiple languages on various forms of media such as community sites that are frequently used by large numbers of foreign nationals, and available measures will be further publicized so that foreign nationals will be able to utilize a broad range of measures comfortably in the event of a human rights infringement. [Ministry of Justice] <Policy No. 7>

## **2. Efforts aimed at promoting appropriate and smooth acceptance of foreign nationals**

### **(1) Measures to prevent the concentration of specified skilled workers in metropolitan areas and other specific areas**

#### **[Recognition of the current situation / issues]**

For the purposes of operating the Specified Skilled Worker System that is to respond appropriately to labor shortages in the region, and to connect to sustainable development in the region, it is necessary to ensure that specified skilled workers are not excessively concentrated in the metropolitan areas and other specific areas.

Some foreign nationals in Japan and abroad who wish to work based on their “specified skills” have little chance to access recruitment information, while some small or medium-sized businesses have less experience in employment of foreign nationals, and are not necessarily familiar with how they can effectively provide information on job offers.

From this point of view, a variety of measures will need to be taken, including to provide matching support for specified skilled workers and companies.

#### **[Specific policies]**

- In order to prevent the concentration of specified skilled workers in a specific area such as a metropolitan area, and match the intentions of foreign workers in Japan

and abroad who wish to work in Japan with the need of enterprises with less experience in employing foreign workers who wish to employ foreign workers, including small or medium-sized businesses, the following measures will be taken in consideration of the situation specific to each field under the Specified Skilled Worker System.

- Introduction of excellent cases such as of recruitment pertaining to acceptance, preparation of a living environment and human resource development, and provision of information to promote collaboration among business operators such as joint corporate PR activities, lodging arrangements and training, etc. (14 Fields)
- Holding of regional seminars for companies and foreign nationals (14 Fields)
- Provision of guidance through the councils per field to ensure that strict actions will be taken, such as forming of agreements by the councils per field in order to prevent poaching (14 Fields)
- Implementation of a skills evaluation exam in the regional areas (14 Fields)
- Granting of subsidies for the necessary expenses to the prefectures which implement job-matching between foreign nationals who wish to work in Japan as specified skilled workers and companies who wish to employ specified skilled workers (may be entrusted to an appropriate organization) (Field of 'care worker').
- At the time of the issuance of a certificate to prove passing of a skills evaluation exam, increase of the amount of the fees to be collected from the accepting organizations in the over-concentrated areas. (Field of 'building cleaning management')
- Establishment of a corporation for the implementation of operations related to the acceptance of specified skilled workers and provision of job-matching services such as through the aggregation of information on job offers throughout the country. In order to prevent substantial gaps between urban areas and regional areas, the corporation will positively pick out local job offers and give accepting companies advice and guidance on revisions of employment conditions. (Field of 'construction industry')
- Pick out of, and support for, autonomous efforts of cooperation between small and medium-sized businesses in the region (Field of 'automobile repair and maintenance')
- Posting of information on job offers of hotels and inns who wish to employ specified skilled workers on the websites of industry bodies and exam organizations. Holding of seminars for hotels and inns, and foreign nationals, and development of an environment for accepting foreign nationals through publicity of the system (Field of 'accommodation industry')

[Ministry of Health, Labour and Welfare, Ministry of Economy, Trade and Industry, Ministry of Land, Infrastructure, Transport and Tourism, and Ministry of

Agriculture, Forestry and Fisheries, etc.] <Policy No. 8>

- Implementation of "Model Project to Accept and Establish Foreign Nationals in the Region (provisional name)" through cooperation between the local governments, which are actively working on the acceptance and settlement of foreign nationals, and the Public Employment Security Offices (Hello Work) to verify their good practices and effects. [Ministry of Health, Labour and Welfare] <Policy No. 9>
- In taking necessary measures to prevent the concentration of specified skilled workers in a specific area such as a metropolitan area, and match the intentions of foreign nationals in Japan and abroad who wish to work in Japan with the need of companies with less experience in employing foreign nationals who wish to employ foreign nationals, including small or medium-sized businesses, the number of specified skilled workers residing in Japan and other necessary information is provided to the relevant ministries and agencies in charge of accepting specified skilled workers. A mechanism to provide foreign nationals with information on accepting organizations needs to be build. And the functions to ascertain and analyze the situation of labor shortages in the regions and the situation of the acceptance of specified skilled workers need to be reinforced. [Ministry of Justice, and Ministry of Health, Labour and Welfare] <Policy No. 10>
- Publicizing of the advantages of working in the regional areas in cooperation with local governments and continue to support local governments through the subsidies for development of an environment to accept foreign nationals. [Ministry of Justice] <Policy No. 11>
- In light of the establishment of the status of residence of "specified skilled worker", in order to ensure that foreign nationals are not excessively concentrated in the metropolitan areas and other specific areas, there is a need to respond appropriately to labor shortages in the region, and to connect to sustainable development in the region. Efforts will be made to collect and horizontally deploy reference cases of support for acceptance and coexistence of foreign nationals, and to continue to actively support Subsidy Program for Promotion of Regional Revitalization for voluntary, proactive and leading efforts by the local governments. [Cabinet Office (Regional Revitalization) and Cabinet Secretariat (Secretariat of the Headquarters for Overcoming Population Decline and Vitalizing Local Economy in Japan)] <Policy No. 12>
- With regard to the following efforts, although they are not necessarily specifically

for foreign nationals, it is thought that promoting these measures will contribute to the promotion of employment in the region.

- Implementation of strong financial support including regional financial funds for the efforts of the housing support corporations in rural areas which introduce housing and local governments which lower rents or otherwise provide rent subsidies
- Promotion of efforts to raise wages such as ensuring proper trade relationships between the prime contractors and subcontractors and improvement of treatment in fields where the service price is determined by the official price in such fields as the field of 'nursing care'

[Ministry of Health, Labour and Welfare, Ministry of Land, Infrastructure, Transport and Tourism, Ministry of Economy, Trade and Industry, and Fair Trade Commission] <Policy No. 13>

## **(2) Smooth implementation for skill exams and Japanese language tests of the Specified Skilled Worker**

### **[Recognition of the current situation / issues]**

In order for many foreign nationals in Japan and abroad to work as specified skilled workers, exams to check their skill levels and Japanese language proficiency will need to be provided smoothly.

From this point of view, a variety of measures will need to be taken, including to smoothly provide specified skilled worker exams.

### **[Specific policies]**

- From the standpoint of smoothly providing skill exams and Japanese language proficiency tests under the Specified Skilled Worker System in Japan and abroad, the following measures will be taken.
  - Expansion of persons who are qualified to take exams through completion of reconsideration of the eligibility to take exams which only limited temporary visitors could take within January 2020
  - Consideration of using new Japanese language tests, and ensuring proper implementation of Japanese language proficiency tests under the Specified Skilled Worker System by taking thorough measures to prevent fraud  
[Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 14>
- To intensively provide the latest information on the Specified Skilled Worker skill exams and Japanese language proficiency tests in multiple languages on the Ministry of Justice website. Methods of dissemination will be expanded, for example, through proceeding the provision of multilingual information on exams on the relevant organizations' websites so that both foreign nationals and accepting

organizations are able to access necessary test information. [Ministry of Justice] <Policy No. 15>

- In order to ensure proper and smooth sending and acceptance, a system will be constructed to consult periodically or from time to time with the countries that have created a Memorandum of Cooperation (MOC) and others. [Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 16>
- Efforts will be made to actively clarify career paths at the councils per field or elsewhere, such as, for example, indicating that foreign nationals will be guaranteed the same amount of remuneration that Japanese nationals would receive for the same kind of work, and showing that they will be able to receive greater remuneration by enhancing their skills, or indicating what kind of activities they will be able to engage in after returning home. [Ministry of Health, Labour and Welfare, Ministry of Economy, Trade and Industry, Ministry of Land, Infrastructure, Transport and Tourism, and Ministry of Agriculture, Forestry and Fisheries, etc.] <Policy No. 17>
- Supervision of proper working for specified skilled workers in the field of construction industry will be appropriately addressed under the “policy of facilitating proper working, etc. by foreign construction workers through the utilization of the Construction Career Up System or the like” (Policy on Diffusion of Individual Number Cards and Promotion of Utilization of Individual Numbers) (decision of the Digital Government Ministers' Meeting held on June 4, 2019). [Ministry of Land, Infrastructure, Transport and Tourism] <Policy No. 18>
- As foreign nationals have been accepted in the field of care workers through various schemes such as the Economic Partnership Agreement (EPA), technical intern training, and the statuses of residence of “care worker” and “specified skilled worker”, efforts will be made to disseminate the requirements, correlations, career paths, etc. of each of those systems, and good practices will be disseminated out of the actual conditions regarding the training and career support of foreign care workers identified. [Ministry of Health, Labour and Welfare] <Policy No. 19>
- In order to facilitate the residence applications submitted by the accepting organizations, proper identification and analysis of examples of incorrect entries and frequently asked questions will be continually ensured and the application procedures will be diligently maintained so that they are easy to understand for the accepting organizations and registered support organizations such as improving the examples and points to be noted in the application form, and publicizing them.



[Ministry of Justice] <Policy No. 20>

- Addition of new fields for accepting specified skilled workers is permitted only in the particular field where even though efforts have been made to improve productivity and secure workers from inside the country, the acceptance of foreign nationals is necessary for the continuance and development of the field. When a government agency in charge of accepting specified worker in the field submits the objective indicators such as the jobs-to-applicants ratio, and the results of employment trend surveys and other official statistics and surveys to affiliated companies through industry groups, discussions will be held with the relevant government agencies while bearing in mind the situation of operation of the system, and full consideration will be given to whether to permit additional fields of acceptance. [Ministry of Justice] <Policy No. 21>
- A system will be made available under which subsidies for necessary expenses can be granted to facilities (intending to) accept specified skilled workers, and other organizations, among other parties, for efforts necessary for specified skilled workers, etc. to facilitate communicate with Japanese staff and users in care facilities, as well as for efforts of providing learning support necessary to acquire the qualification of certified care worker. [Ministry of Health, Labour and Welfare] <Policy No. 22>

### **(3) Exclusion of malicious intermediary organizations(brokers), etc.**

#### **[Recognition of the current situation / issues]**

In order to ensure that deserving foreign nationals are able to safely visit, live and work in Japan, it is necessary to take measures to prevent intervention by malicious intermediary organizations (brokers) such as those collecting a deposit or penalties from foreign nationals intending to come to Japan.

In addition, it is necessary to promote appropriate domestic measures as there is the concern that the employment agencies will repeatedly receive rewards from employers by deliberately having foreign nationals change their jobs multiple times.

#### **[Specific policies]**

- With regard to the status of residence of “Technical Intern Training”, efforts will be made to continue discussions to conclude a Memorandum of cooperation (MOC) with China and other sending countries with the intent of eliminating involvement of inappropriate sending organizations. [Ministry of Justice, Ministry of Health, Labour and Welfare, and Ministry of Foreign Affairs] <Policy No. 23>
- With respect to the status of residence of "Specified Skilled Worker", efforts will

be made to steadily move on information partnership and consultations with the countries that have created the bilateral intergovernmental documents for construction of an information-sharing framework for the purpose of eliminating malicious intermediary organizations (brokers), based on the operational status of the system, and to revise the contents of the intergovernmental documents, where necessary. In addition, negotiations will be continuously proceeded aiming for creating the same intergovernmental documents with countries that have not created such documents yet but are expected to send specified skilled workers. [Ministry of Foreign Affairs, Ministry of Justice, Ministry of Health, Labour and Welfare, and National Police Agency] <Policy No. 24>

- With regard to the acceptance of foreign nationals based on a status of residence other than those of “Technical Intern Training” and “Specified Skilled Worker”, in the case of countries with which an intergovernmental document has already been created, proactive requests will be made to the government of the sending country and regular information-sharing exchange will take place so that strict measures against malicious intermediary organizations (brokers) will be taken by the sending country, and with regard to countries with which an intergovernmental document has not been created, the efforts will be made to create such documents where necessary. [Ministry of Foreign Affairs, Ministry of Justice, Ministry of Health, Labour and Welfare, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 25>
- With regard to international students, in order to eliminate domestic and foreign malicious intermediary agencies and others, a foreign government will be informed of its malicious intermediary organizations (brokers) that have been identified in Japan. Measures will also be taken to establish a mechanism where notification can be received in Japan if a foreign government comes to learn of the existence of a malicious Japanese language education institution from a student who has returned home or some other person. In cases of using intermediary agencies used by large numbers of illegal foreign residents or foreign nationals who depart from their authorized activities, the submission of documents pertaining to Japanese language ability and the ability to pay expenses will be required for the examination of applications for certificate of eligibility, and stricter examinations will be considered such as requiring authentication of the graduation certificate by a public agency through the cooperation of the relevant country in order to confirm the fact of graduation from high school where necessary. In addition, the government of the foreign country will be informed of local malicious intermediary agencies that have been identified in Japan, and will be requested to control these agencies as necessary. [Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 26>

- The Ministry of Justice, the Ministry of Health, Labour and Welfare, the police, the Ministry of Education, Culture, Sports, Science and Technology and the Ministry of Foreign Affairs will mutually provide information, and will also provide information to the Organization for Technical Intern Training, where necessary, if it becomes aware of malicious intermediary organizations (brokers) inside or outside Japan. Such information may be obtained through interviews with the technical intern trainees or specified skilled workers, reports from related organizations, on-site inspections of implementing organizations or accepting organizations or information provided by the government of the sending country. [Ministry of Justice, Ministry of Health, Labour and Welfare, National Police Agency, Ministry of Education, Culture, Sports, Science and Technology, and Ministry of Foreign Affairs] <Policy No. 27>
  
- If the Ministry of Justice, the Ministry of Health, Labour and Welfare, the police, the Ministry of Education, Culture, Sports, Science and Technology, the Ministry of Foreign Affairs or the Organization for Technical Intern Training has become aware of information on an malicious intermediary organizations (brokers) in a foreign country, as necessary, it will provide such information to the government of the relevant country, and make a request that a strict disposition be imposed on the intermediary organization, and information will be mutually provided.  
If the Ministry of Justice, the Ministry of Health, Labour and Welfare and the Ministry of Foreign Affairs obtains information on malicious intermediary organizations (brokers) inside or outside Japan, they will use such information in the investigations based on the relevant laws and regulations and visa examinations in order to exclude such intermediary organizations (brokers). In addition, the Ministry of Justice and the Ministry of Health, Labour and Welfare will each properly carry out administrative disposition based on the laws and regulations in malicious cases against the relevant supervising organization with regard to technical intern trainees and against the intermediary organizations or related persons in Japan with regard to specified skilled workers. Moreover, appropriate action will be taken, such as having investigating organizations conduct a criminal investigation, as necessary, and regularly announcing the status of these efforts in white papers or other documents. [Ministry of Foreign Affairs, Ministry of Justice, Ministry of Health, Labour and Welfare, National Police Agency, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 28>
  
- A framework for the exchange of information with relevant countries and organizations will be constructed to reinforce cooperation, for example, by holding

international conferences to share information and exchange views on the efforts for promoting appropriate and smooth acceptance of foreign nationals, as well as on the development of an appropriate environment for a society of harmonious coexistence with foreign nationals. [Ministry of Justice] <Policy No. 29>

- The Ministry of Justice will conduct strict examinations for the certificate of eligibility prior to the entry of technical intern trainees and specified skilled workers, and if the involvement of malicious intermediary organizations (brokers) or other parties is recognized, will take such measures as not permitting entry of the technical intern trainees or specified skilled workers. [Ministry of Justice] <Policy No. 30>
- As well as publicizing and raising awareness of guidelines based on the Employment Security Act in order to prevent inappropriate acts such as an employment placement business provider encouraging early job changes for foreign nationals who have obtained a job through its job employment, any violations of the guidelines that are recognized will be strictly dealt with. [Ministry of Health, Labour and Welfare] <Policy No. 31>

#### **(4) Expansion of the Japanese language education base abroad**

##### **[Recognition of the current situation / issues]**

Amid an increasing demand for foreign nationals, it is necessary to improve Japanese language education in other countries in order to ensure that talented human resources with Japanese language skills are continuously being cultivated in other countries, and to promote the development of a system through the implementation of tests that are capable of appropriately measuring Japanese language skills, the development of an appropriate curriculum and teaching materials, the training of Japanese language teachers and the dispatch of experts abroad.

In addition, it is necessary to disseminate appropriate information outside of Japan on the Specified Skilled Worker System.

##### **[Specific policies]**

- As a test to make it possible to check the Japanese language skills necessary for living and working in Japan based on international standards to determine the foreign language proficiency, the Japan Foundation will, based on the need for acceptance of human resources, and other factors, push forward with implementation of the Japan Foundation Test for Basic Japanese (JFT-Basic) in the CBT (Computer Based Testing) format newly developed utilizing knowledge built up through the development and implementation of Japanese Language

Proficiency Test. [Ministry of Foreign Affairs] <Policy No. 32>

- In order to provide Japanese language education necessary for the acceptance of foreign nationals within the framework of the status of residence “Specified Skilled Worker,” a curriculum and teaching materials, with education for adults in mind, will be developed and expanded making use of the “JF Standard for Japanese-Language Education” based on international standards of language education and evaluation, which has been prepared by the Japan Foundation. [Ministry of Foreign Affairs] <Policy No. 33>
- Since it is essential to secure and increase the number of local teachers who are able to teach Japanese in local languages, specialists of Japanese language education will be dispatched from Japan, and while using the above-mentioned curriculum and teaching materials, the development of local teachers who are able to teach Japanese efficiently and effectively will be promoted. [Ministry of Foreign Affairs] <Policy No. 34>
- Support (procurement of teaching materials, securing of enough teachers, etc.) will be provided for the activities of local Japanese language educational institutions with the aim of increasing the opportunities for foreign nationals to learn Japanese in each country, and Japanese support staff will be trained and sent to educational institutions for on-site guidance and assistance in order to improve local teachers’ Japanese speaking ability as well as the quality of Japanese language education. [Ministry of Foreign Affairs] <Policy No. 35>
- In order to ensure that foreign nationals who wish to live and work in Japan will be further cultivated in the future not only in the Southeast Asian countries from which the number of people entering and residing in Japan is increasing but in other countries as well, the foundation of Japanese language education will be strengthened in a greater number of countries through the Japanese Language Education programs of the Japan Foundation. [Ministry of Foreign Affairs] <Policy No. 36>
- Accurate and effective public relations will be made for the governments of sending countries, related organizations and those who wish to use the system by preparing promotion videos and leaflets in languages of the countries from which it is in high demand for accepting their nationals for smooth operation of the Specified Skilled Worker System. [Ministry of Justice, Ministry of Foreign Affairs, and Ministry of Health, Labour and Welfare] <Policy No. 37>

- From the standpoint of effectively publicizing the Specified Skilled Worker System to foreign nationals who wish to work in Japan and companies that wish to employ foreign nationals, briefing sessions will be held with the competent ministries and agencies of the Specified Industry Fields for foreign nationals, sending organizations and others on the Specified Skilled Worker System abroad (including local cities), in cooperation with the Japanese embassies and consulates.

At the same time, such briefing sessions will be held at local cities in Japan together with the competent ministries and agencies of the Specified Industry Fields separately for each foreign national, accepting company and others. [Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 38>

### **3. Support for foreign nationals as residents**

#### **(1) Create livable local communities**

##### **(i) Provide multilingual information on administrative procedures and living, and develop a structure of counseling**

###### **[Recognition of the current situation / issues]**

In order for foreign nationals to be able to reside in Japan, foreign nationals need to be able to quickly obtain information in an easy-to-understand style with regard to various procedures, laws and regulations, systems such as the residence procedures, tax procedures, labor-related laws and regulations and the social insurance system, and with regard to social life rules such as those on garbage disposal, and it is also necessary to establish a system that enables more precise responses to requests for advice on general living from foreign nationals.

In particular, foreign workers are likely to have problems with working conditions because they have little knowledge of the labor-related laws and regulations in Japan, and therefore, it is necessary to improve the responses in multiple languages at the Public Employment Security Offices (Hello Work), the labor standards inspection offices, and other relevant places. In addition, in the fields of medical care, welfare, childcare, etc., it is necessary to improve multilingual support by the relevant organizations.

In addition, when promoting these efforts, it is also necessary to keep in mind that foreign nationals often use social networking services (SNS) to collect information on living in Japan.

###### **[Specific policies]**

- Provision of support has been started so that the local governments may develop a one-stop consultation counter when foreign nationals have questions or concerns about life-related matters such as residence procedures, employment, medical care, welfare, childbirth, childcare and child education, they will be able to quickly reach a place that offers appropriate information and advice, the coverage of which

has been expanded to all local governments.

More than one local government newly working together to establish and operate one-stop consulting counters is entitled to receive subsidies for development of an environment to accept foreign nationals in order to enable them to take appropriate actions based on the regional situation. Continued financial support will be given so that local governments can establish and improve consultation services in multilingual services (in more than 11 languages), such as by assigning interpreters to the consultation counter, or introducing multilingual translation applications. At the same time, the consultation counters will strive to improve support functions by providing foreign nationals with information on community exchange or Japanese language study programs, in addition to giving responses when sought advice from Japanese nationals who may contribute to the realization of a multicultural coexistence society. In addition, training will be held on consultation work for the officers of the local governments so that the local governments and related administrative agencies will be able to smoothly carry out work at a one-stop consultation counter. And further, officers of the regional immigration services offices will be dispatched based on requests from the local governments and consultations pertaining to the procedures for entry, departure and residence will be provided in a unified manner.

In addition, the support activities for local governments and information collection in the region, etc. will be strengthened through increasing the number of Accepting Environmental Coordinators that are assigned throughout the country. [Ministry of Justice] <Policy No. 39>

- Based on the “Basic Policy on Work Relating to the Preparation of an Environment of Acceptance of Foreign Nationals” (cabinet decision of July 24, 2018) that requested the relevant ministries and agencies to strengthen coordination and cooperation to develop an environment of acceptance of foreign nationals, a center for harmonious coexistence with foreign nationals (Center for Harmonious Coexistence with Foreign Nationals (provisional name)) will be established, which will bring together the relevant departments of each organization, so as to enable effective and efficient support through the collective implementation of measures to support promotion of the employment of foreign nationals including in the regional areas through promotion of the acceptance of international students and their employment, promotion of the acceptance of highly-skilled foreign professionals, protection of human rights of foreign nationals and their families and advice on legal problems, visas, labor standards and occupational health and safety. The Center will assist the one-stop consulting counters of the local governments by responding to their inquiries, and providing training programs for local government officials and trial implementation of

interpretation support services. The Center will also collaborate with the Japan Foundation, which conducts mutual exchange projects, and the Japan National Tourism Organization. [Ministry of Justice, Ministry of Foreign Affairs, Ministry of Health, Labour and Welfare, and Ministry of Economy, Trade and Industry] <Policy No. 40>

- While taking into consideration the realities of the residency of foreign nationals, the consultation offices of the administrative agencies of the national government and the consultation offices operated by the local governments and other bodies will cooperate with one another, and the respective consultation offices will further promote and reinforce their coordination so that foreign nationals will be able to promptly reach the appropriate information and consultation places when needed. [Ministry of Justice, Ministry of Health, Labour and Welfare, Ministry of Education, Culture, Sports, Science and Technology, and Ministry of Internal Affairs and Communications] <Policy No. 41>
- With regard to the basic information (residence procedures, labor-related laws and regulations, social insurance, crime prevention, traffic safety, etc.) necessary for security, safe living and work, a cross-governmental guidebook entitled “Guidebook on Living and Working” was prepared and posted on the portal site. Furthermore, the guidebook will be translated into 14 languages. The contents will be expanded where necessary, cooperating with relevant organizations. In addition, booklet version will be prepared and distributed in turn. [Ministry of Justice (Ministry of Foreign Affairs, Ministry of Health, Labour and Welfare, National Police Agency and the relevant ministries and agencies)] <Policy No. 42>
- In order to promote utilization of plain Japanese towards realizing a society of harmonious coexistence, an expert meeting will be held to create guidelines for utilization of plain Japanese. [Ministry of Justice, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 43>
- With regard to automatic translation, which can be used as the basis of multilingual services, given that a private business operator has launched an “automatic speech translation platform”, which is the foundation for more convenient use of multilingual automatic speech translation technology, and the environment in which automatic speech translation technology can be used as a service has been developed, regardless of whether this is in the public or private sectors, the Ministry of Internal Affairs and Communications will carry out publicity activities to promote its use.

Furthermore, in anticipation of the EXPO 2025, Osaka, Kansai, continued efforts



will be made with respect to multilingual automatic speech translation technology; to realize AI-based simultaneous interpretation which enables a stress-free, sufficient communication between Japanese and foreigners as well as between foreigners not only in daily life, administrative procedures, sightseeing, and etc., but in business discussions and international conferences. Also, in light of the recent revision in the Immigration Control Act, more languages will be supported and further improvements in translation accuracy will be made to the existing languages to support foreign residents and specified skilled workers. [Ministry of Internal Affairs and Communications] <Policy No. 44>

- From the perspective of promoting the use of multilingual automatic interpretation, multilingual services will be promoted that is capable of properly responding to foreign nationals' consultation needs while using automatic consultation applications and other means at the consultation offices of the administrative agencies that frequently interact with foreign nationals, including the "one-stop comprehensive consultation center for multicultural coexistence". [All ministries and agencies] <Policy No. 45>
- As well as enriching the contents of administrative information and general living information which are provided in foreign languages, information provision and dissemination in multilingual languages will be provided. [All ministries and agencies] <Policy No. 46>
- In particular, with regard to fields related to the life and health of foreign nationals such as medical care, health care, disaster prevention measures, services for child education, childcare and other child-support services, fields related to labor-related laws and regulations, social insurance (medical insurance, pension, long-term care insurance, labor insurance), information and consultation services in the areas of residence procedures, and contracts for private rental housing, a multilingual services environment will be created in stages to provide information and consultations in the mother language of the foreign nationals, considering the number of foreign residents of each nationality in that region. [Cabinet Office (Children and Childcare), Consumer Affairs Agency, Ministry of Justice, Ministry of Internal Affairs and Communications, Ministry of Health, Labour and Welfare, Ministry of Education, Culture, Sports, Science and Technology, Ministry of Land, Infrastructure, Transport and Tourism and the relevant ministries and agencies] <Policy No. 47>
- Consideration will be given to the use of visual media to transmit information on support to foreign nationals and other topics including an ideal society of

harmonious coexistence to foreign nationals.

In providing administrative and general living information to foreign nationals, consideration will be given to develop an environment where each foreign national can surely receive the information service, for example, through the use of tools for information transmission such as social networking services (SNS). [Ministry of Justice] <Policy No. 48>

- In providing administrative and general living information to foreign nationals, responses will be promoted that envisage the use of social networking services (SNS). [All ministries and agencies] <Policy No. 49>
- In order to promote harmonious coexistence of Convention refugees and refugees through resettlement in local communities, the Comprehensive Measures will be disseminated and shared with those foreign nationals and other relevant organizations. [Ministry of Justice] <Policy No. 50>

## **(ii) Promote and support measures for multicultural coexistence in local communities**

### **[Recognition of the current situation / issues]**

With the declining and aging population in Japan, the role of foreign nationals is becoming more important as valuable human resources to support the regional economy and as important members of the local community, regardless of nationality, and what is needed is to promote the creation of a community where foreign nationals can live comfortably.

From such a perspective, it is necessary to further promote the measures for multicultural coexistence by the local governments, and to provide appropriate support to organizations and individuals who are involved in offering support to foreign nationals in the various regions so that foreign nationals will be able to start living and working in Japan without feelings of anxiety.

### **[Specific policies]**

- In light of the establishment of the status of residence of "specified skilled worker", in order to ensure that foreign nationals are not excessively concentrated in the metropolitan areas and other specific areas, there is a need to respond appropriately to labor shortages in the region, and to connect to sustainable development in the region. Efforts will be made to collect and horizontally deploy reference cases of support for acceptance and coexistence of foreign nationals, and to continue to actively support Subsidy Program for Promotion of Regional Revitalization for voluntary, proactive and leading efforts by the local governments. <Reposted> [Cabinet Office (Regional Revitalization), and Cabinet Secretariat

(Secretariat of the Headquarters for Overcoming Population Decline and Vitalizing Local Economy in Japan)]< Policy No. 12>

- Since it will be necessary to provide training personnel and organizations involved in supporting the foreign nationals in the region (foreign national supporters), training will be provided on the implementation of living guidance for foreign nationals, the provision of information on various administrative procedures, securing of housing, support for the Japanese language necessary for general living, and appropriate responses to foreign nationals' consultations for advice or complaints, and information will be continually provided so that appropriate support can be offered. In particular, the opinions of the relevant ministries and agencies, local governments and foreign national support groups will be heard so that more appropriate living guidance may be implemented for foreign nationals who have just started their stay in Japan by those who are legally required to support the foreign nationals under the laws and regulations, and the guidance will be based on these opinions. In addition, a network of foreign national supporters will be established so that foreign national supporters will be able to cooperate with each other to provide efficient and effective support for foreign nationals. [Ministry of Justice and the relevant ministries and agencies] <Policy No. 51>
- Proper matching support will be provided through publicity to foreign nationals by the Japanese embassies and consulates or other entities, and other means for smooth matching in response to the needs of pro-Japanese foreign nationals residing overseas who wish to play an active role in local governments or other organizations and those of local governments or other organizations (regional revitalization project). In addition, with regard to the local governments, the use of comprehensive permission to engage in activities other than that permitted under the status of residence previously granted will be disseminated so that foreign nationals can be employed under the stable conditions and they will become able to engage in the wide range of activities effectively and flexibly. [Cabinet Secretariat (Secretariat of the Headquarters for Overcoming Population Decline and Vitalizing Local Economy in Japan), Ministry of Foreign Affairs, and Ministry of Justice] <Policy No. 52>
- The "Plan for Promotion of Multicultural Coexistence in Local Communities" formulated by the Ministry of Internal Affairs and Communications will be revised in 2020, taking into account the Comprehensive Measures with the aim of facilitating formulation of plans for promotion of multicultural coexistence in local governments, and steady promotion of measures. In addition, the Ministry of Internal Affairs and Communications has been further facilitating efforts to promote

multicultural coexistence in local communities by expanding the good examples of practices and consultations obtained through the “multicultural coexistence advisors system” and the “multicultural coexistence regional councils” to the local governments through websites and regional council meetings, etc. Multicultural harmonious coexistence measures will be further promoted in the region, such as promotion of the establishment of a conference for the realization of a society of harmonious coexistence in each prefecture. [Ministry of Internal Affairs and Communications, and Ministry of Justice] <Policy No. 53>

- Based on the increase in the number of foreign residents and those who move in or move out in Japan, the Basic Resident Registration system will be properly operated so that the municipal authorities will be able to keep track of accurate information on foreign residents and to provide the various administrative services appropriately. [Ministry of Internal Affairs and Communications] <Policy No. 54>

## **(2) Improve the environment on life services**

### **(i) Develop an environment to provide medical care, health and welfare services**

#### **[Recognition of the current situation / issues]**

Based on the increase in the number of foreign nationals visiting medical institutions, it is necessary to improve the environment in which foreign nationals are able to receive medical services with peace of mind, such as making the use of medical institutions easier for foreign nationals. On the other hand, since there are a number of cases in which the medical institutions bear the burden of medical expenses because foreign nationals do not have the ability to pay for the medical expenses, in addition to promoting private insurance for business offices where foreign nationals work, and travel insurance for foreign tourists visiting Japan. It is also necessary to take measures against infectious diseases such as vaccinations and confirmation of health conditions prior to entry.

At the same time, it is also necessary to promote the improvement of the environment for welfare services such as consultations when foreign nationals are having trouble financially sustaining a living.

#### **[Specific policies]**

- The development of a system that is accessible for foreign patients in any residential areas will be promoted through the use of telephone interpreters and multilingual translation systems, the development of a manual for the acceptance of foreign patients in medical institutions, and the establishment of regional countermeasure council to share and resolve region-specific situations through the cooperation of the various stakeholders in the prefectures. [Ministry of Health, Labour and Welfare] <Policy No. 55>

- An environment for the acceptance of foreign patients will be developed by supporting for the placement of medical interpreters and medical coordinators as well as multilingualization of region at hub medical institutions accepting foreign patients in the region. [Ministry of Health, Labour and Welfare] <Policy No. 56>
- Use of telephone interpretation and foreign language services in all medical institutions will be promoted with appropriate charges paid by foreign patients and other beneficiaries for the provision of multilingual services in medical institutions. As there are medical institutions that do not know that they are permitted to charge patients for interpreting and translation expenses, publicity will be continually conducted to inform them that they are also able to charge for these expenses. [Ministry of Health, Labour and Welfare] <Policy No. 57>
- The published "medical interpreting training curricula and texts" will be revised as necessary, encouraging medical interpreting training and enhancing the quality of medical interpreting, which will be also developed through "research on practical application of medical interpreting certification". [Ministry of Health, Labour and Welfare] <Policy No. 58>
- With regard to information on pharmacies published by the prefectures, a uniform search site across the country will be established based on the ongoing surveys, and the provision of information, including the provision of responses in foreign languages and responses through smartphone searches, will be improved. [Ministry of Health, Labour and Welfare] <Policy No. 59>
- Reduce the occurrence of unpaid medical charges by checking foreign tourists who have a record of unpaid medical charges under a strict immigration control.  
Smooth payment of medical expenses through cashless settlement and other convenient methods will be promoted in light of the occurrence of non-payment related to high medical expenses. In particular, when organizations accept specified skilled workers, the offices employing specified skilled workers (i) will be encouraged to enroll in private insurance to cover medical interpreting costs through dissemination of the guidelines and other materials prepared by the Ministry of Justice. [Ministry of Health, Labour and Welfare (Ministry of Economy, Trade and Industry), and Ministry of Justice] <Policy No. 60>
- With regard to foreign nationals, continue to improve the routine immunization coverage implemented based on the Immunization Act, and include them in additional measures for rubella. Efforts for measures against infectious diseases

will be made by disseminating to foreign nationals staying in Japan for a medium- or long period of time in multiple languages (13 languages) that it is desirable to check their vaccination history of measles and rubella before they enter Japan, and to appropriately conduct pre-entry screening, starting with tuberculosis. [Ministry of Health, Labour and Welfare, Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 61>

- To take out an overseas travel insurance policy will be promoted on the basis that foreign tourists to Japan will bear appropriate expenses so that they will be able to receive medical treatment without concern and return safely, even in emergencies such as an unexpected illness or injury. [Japan Tourism Agency, Financial Services Agency, Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 62>
- Multilingual services for the “user support projects” implemented by the municipal authorities will be continually implemented so that foreign national families raising children and pregnant women will be able to smoothly use the relevant organizations such as childcare facilities, health, medical care and welfare facilities, and efforts will be promoted such as the acceptance of requests for consultations from foreign national families raising children and the provision of information on childcare support. In addition, further efforts will be made for the smooth acceptance of foreign national infants in the childcare facilities. [Cabinet Office (Children and Childcare), Ministry of Health, and Labour and Welfare] <Policy No. 63>

## **(ii) Enhance information dissemination and support at the time of a disaster**

### **[Recognition of the current situation / issues]**

With the increase in the number of foreign residents, it is becoming increasingly more important to provide information to the foreign nationals on the disaster itself at the time of the occurrence of a disaster, and to provide support for the assisted living of disaster victims, and information on weather conditions.

In addition, when a large-scale disaster occurs, it is necessary to establish a smooth information communication system among the embassies in Tokyo, the relevant ministries and agencies, local governments, and other organizations since there may be some difficulty in confirming the safety of foreign residents.

### **[Specific policies]**

- In order to facilitate access to the disaster management and weather information needed by foreign nationals, the multilingual dictionary on disaster management and weather information (11 languages) was prepared and included in "Safety tips", and the multilingual Japan Meteorological Agency website (11 languages) is now

available, with the languages available on the website to be increased to 14 languages. Such multilingual disaster management and weather information using the private business operator's websites and applications provided by private operators will be further promoted.

With regard to these services, guidance will be posted on the Immigration Services Agency's currently multilingualized website so that people with no knowledge of the Japanese language can understand them, and it will be disseminated and promoted through the accepting organizations of foreign nationals based on the status of residence of "Specified Skilled Worker" and the registered support organizations. [Cabinet Office for Disaster Management, Ministry of Justice, Ministry of Internal Affairs and Communications, and Ministry of Land, Infrastructure, Transport and Tourism] <Policy No. 64>

- Training will be implemented from FY2018 enabling "information coordinators for foreign disaster victims", who will organize the information relating to disasters and living support provided by the administrative agencies at the time of a disaster, and match such information with the needs of foreign victims who are in the shelters, to be assigned to the prefectures and designated cities in 2020. [Ministry of Internal Affairs and Communications] <Policy No. 65>
- In order to strengthen cooperation with the diplomatic missions in Japan in the event of a disaster, Disaster Management Seminar is held on disaster prevention measures for the diplomatic missions in Japan. In addition, the diplomatic missions are urged to disseminate the websites of the relevant ministries and agencies, which provide information at the time of a disaster to their nationals in Japan. [Ministry of Foreign Affairs] <Policy No. 66>
- A system for simultaneous interpretation through a telephone interpreting center will be developed so that prompt and appropriate responses may be made in the emergency number 119 calls from foreign nationals and to respond to the services at emergency sites where foreign nationals are present.  
Multilingual speech translation applications to support communication with foreign injured people will be introduced into the firefighting headquarters so that prompt and appropriate responses may be made in the emergency sites where foreign nationals are present. [Ministry of Internal Affairs and Communications] <Policy No. 67>

**(iii) Enhance traffic safety measures, and responses to accidents and incidents, consumer problems, legal problems, human rights issues, and requests for advice by the needy**

### **[Recognition of the current situation / issues]**

To prevent circumstances where the increasing number of foreign residents causes more foreigner-related traffic accidents, traffic safety rules are required to be well and widely known to these people.

In addition, there is concern that as the number of foreign residents increases, foreign nationals may find themselves caught up in a crime or that foreign national communities may suffer abuse from criminal organizations, and therefore, it is necessary to foster awareness of crime prevention through crime prevention measures for foreign nationals.

Furthermore, it is necessary to appropriately handle consumer problems, legal problems and human rights issues to the increase in the number of foreign residents and foreign tourists visiting Japan.

### **[Specific policies]**

- In order to prevent foreigner-related traffic accidents, the police, cooperating with local governments and related agencies, will provide knowledge of Japanese traffic rules by providing traffic safety education and conducting publicity/enlightenment activities on traffic safety.

Public relations awareness activities, such as expansion of the National Police Agency website regarding driving license examination procedures for foreign nationals, will be conducted.

In addition, all of the prefectural police will be requested, according to the actual situation of the region, to respond in easily comprehensible Japanese, and promote further multilingualization with regard to checking driving knowledge at the time of exchanging a foreign driving license for a Japanese driving license, and to multilingualize written tests when acquiring a new driving license.

And, the National Police Agency will consider creating examples of foreign language questions.

In order to prevent illegal acquisition of Japanese driving licenses using forged driving licenses, the collection of information relating to foreign driving license systems will be strengthened. [National Police Agency] <Policy No. 68>

- The use of a three-way call system maintained by all prefectural police to respond promptly and accurately to emergency “Dial 110” calls from foreign nationals will be promoted, and devices equipped with multilingual translation functions will be introduced for operation by the end of FY2019 in order to facilitate smooth communication with foreign nationals at the site of incidents and accidents. In addition, when a foreign national becomes a party to criminal proceedings, securing appropriate interpreters will be promoted continuously. In addition, consideration will be given to maintain multilingual automatic speech translation



devices in order to support smooth communication with foreign nationals who visit or otherwise contact the Public Prosecutors Office . [National Police Agency, and Ministry of Justice] <Policy No. 69>

- Crime prevention measures will be enhanced through such means as the implementation of routine visits to homes and workplaces accompanied by interpreters, courses on Dial 110 calls and classes on crime prevention for foreign nationals, and joint patrols together with voluntary crime prevention groups. Efforts will be made to prevent foreign nationals from becoming victims of crime and to prevent the penetration of criminal organizations into the foreign national communities with cooperation with the relevant administrative organizations. [National Police Agency] <Policy No. 70>
- With regard to consumer problems, multilingual services will be enhanced according to the particular circumstances of the region for the consumer life consultations conducted by Consumer Affairs Centers and others via the consumer hotline 188 through the provision of support in the form of the “grants to strengthen local consumer administration” so that foreign nationals will be able to safely and reliably use and enter into contracts, and moreover, multilingual services will also be promoted through the telephone consultation center, the “Consumer Hotline for Tourists” established by the National Consumer Affairs Center of Japan with the services expanded to cover 8 languages. [Consumer Affairs Agency] <Policy No. 71>
- For foreign nationals' legal troubles, specific measures include working to better serve foreign users of Japan Legal Support Center's (Houterasu's) multilingual information services (10 languages), which involve using three-way calls mediated by a telephone interpreter to provide information about things such as Japan's legal system and consultation services, and making these services even more convenient, in ways such as by ensuring that there are a sufficient number of phone lines to meet multinationalization of foreign residents; as well as appropriately implementing and actively promoting, ensuring that people know about Houterasu's multilingual legal support including civil legal aid. [Ministry of Justice] <Policy No. 72>
- With regard to human rights counseling, investigation and remedy procedures of the human rights bodies of the Ministry of Justice providing multilingual services in 11 languages including Japanese, these services will be advertised in multiple languages on various forms of media such as community sites that are frequently used by large numbers of foreign nationals, and available measures will be further

publicized so that foreign nationals will be able to utilize a broad range of measures comfortably in the event of a human rights infringement. <Reposted> [Ministry of Justice] <Policy No. 7>

- In order to respond to the need for support to prevent isolation from the local community due to economic difficulties caused by unemployment or differences in language and customs, precise support will be provided according to the foreign national's situation, such as assigning interpreters to the consultation offices for foreign nationals who are facing difficulty in living due to economic difficulties or working with groups that support foreign nationals in accordance with the circumstances of the region. [Ministry of Health, Labour and Welfare] <Policy No. 73>

#### **(iv) Prepare an environment and support for securing housing**

##### **[Recognition of the current situation / issues]**

Securing housing is extremely important in order for foreign nationals to be able to live in Japan, and it is necessary for the accepting organizations to reliably and responsibly take measures to secure housing not only by securing the housing itself but also by acting as a guarantor, and to make efforts to enable foreign nationals to smoothly move into a residence so that foreign nationals will not be refused public housing or private rental housing simply by reason of them being a foreign national. Furthermore, in terms of public housing, it is necessary to promote moving in just as with Japanese nationals, and to realize a society of harmonious coexistence.

##### **[Specific policies]**

- In order for foreign nationals to be able to look for and live in housing without any problems, support will be provided to activities of the housing support councils across the country for foreign residents, and proactive measures will be promoted, in cooperation with real estate-related groups, to realize a society of harmonious coexistence, such as providing multilingual information and securing property introductions in order to secure housing for foreign nationals.

For this purpose, the "Guidelines for Facilitation of Private Housing Rentals for Foreign Nationals", which contains practical service manuals for landlords and rental agencies in preparation for when they are asked by a foreign national to find housing, as well as the "Apartment Search Guidebook" for foreign nationals, which contains how to find an apartment in Japan, documents required at the time of signing a contract, and other housing formalities will be made available in 14 languages from the current 8 languages, with the cooperation of the real-estate related organizations. The Move-in pledges check sheet in the above-mentioned Guidelines and Guidebook will be written in easy Japanese after revision and

expansion of its items, and continued efforts will be made to widely disseminate and diffuse them through publication on websites and training sessions for the related business operators, together with the importance of a society of harmonious coexistence. At the same time, the rental liability guarantors registration and other relevant systems will be disseminated so that foreign nationals will be able to use the rental liability guarantee services in the same way as Japanese nationals, and will be able to enter into contracts without unfair discrimination.

In addition, the guidebooks prepared by the real estate-related groups, which contain the Specified Skilled Worker System and the program pertaining to technical intern trainees, as well as the practical affairs of housing and acceptance of foreign nationals who will enter the country, based on these new statuses of residence or program, will be widely disseminated and publicized among the registered support organizations, the real estate owners and other people, and continued efforts will be made to offer free consultation concerning acceptance of housing for foreign nationals to respond to concerns of landlords. Pursuant to the Act on Promoting Supply of Rental Housing to Persons Requiring Housing Support (Housing Safety Net Act), housing support will be promoted through the registration of rental housing that is intended for the promotion of smooth move-in for persons requiring housing support including foreign nationals, and information on housing will be provided.

In particular, residence support for foreign nationals will be further promoted through the proactive provision of information relating to the housing support councils that provide services for foreign nationals, the housing support corporations, registered rental liability guarantee firms and registered housing to the organizations and consultation offices that support the employment and general living of foreign nationals. [Ministry of Land, Infrastructure, Transport and Tourism] <Policy No. 74>

- With regard to public housing, requests will be made to the local governments to treat foreign nationals as qualified to apply for housing as is the case with Japanese nationals, and such efforts by the local governments will be further promoted.

With regard to the rental housing of the Urban Renaissance Agency, the efforts to ensure a society of harmonious coexistence with foreign nationals (distribution of foreign language leaflets for residents, assignment of interpreters at the Administration service offices, and holding of exchange events among the residents), which are being implemented in areas where there are large numbers of foreign nationals, will be promoted. [Ministry of Land, Infrastructure, Transport and Tourism] <Policy No. 75>

**(v) Improve user-friendly financial and telecommunication services**

**[Recognition of the current situation / issues]**

Foreign nationals who live in Japan will need to use a deposit and savings account of financial institutions in various everyday situations such as when paying the rent and utilities or receiving wages, and therefore, it is necessary to ensure measures to be able to smoothly open a deposit and savings account of financial institution.

In addition, since foreign nationals need to use communication services including mobile phones in order to live in Japan, it is necessary to take measures to ensure that foreign nationals are able to smoothly enter into a contract for everyday communication services such as mobile phones, and to be able to use them.

**[Specific policies]**

- In addition to distribution of leaflets in 14 languages including easy Japanese for foreign nationals and leaflets for companies accepting foreign nationals through the regional immigration services offices, local governments, and other organizations to further ensure that foreign nationals can more smoothly open their accounts at branch counters of financial institutions in local areas, as well as in urban areas, sessions for financial institutions, accepting companies and other organizations will be held across the country. Concurrently with the above-mentioned opportunities, in order to prevent foreign nationals from getting involved in money laundering, account trading, or other underground banking crime, efforts will be made to disseminate that those are crimes that may result in landing refusal or deportation and that the use of an unlicensed or unregistered financial institution is prohibited.

In addition, from the viewpoint of measures against special fraud and money laundering etc., financial institutions will be urged to continue to take measures such as improving relevant regulations and other guidelines including appropriate bank account management by keeping track of the period of stay through use of information on the residence cards and other methods. [Financial Services Agency] <Policy No. 76>

- The accepting organization will provide necessary support so that specified skilled workers and technical intern trainees will be able to smoothly open a saving or deposit account at a financial institution. [Ministry of Justice] <Policy No. 77>
- With respect to payment of wages, in order to enable payment of wages to the accounts of funds transfer service providers in response to the need of salary recipients and demand for realization of cashless society, insurance or other systems to pay workers sufficient amounts promptly in case of a bankruptcy of any funds transfer service provider will be designed early for protection of workers such

as secure payment of wages so that those systems will be formally put into practice early next year after discussion with the management and labor organizations. In that connection, risk-based monitoring of money laundering or other activities will be conducted by reference to overseas cases. [Cabinet Office (Regional Revitalization), Ministry of Health, Labour and Welfare, and Financial Services Agency] <Policy No. 78>

- From the perspective of facilitation of contracts and use of mobile phones by foreign residents, continued efforts will be made to promote provision by mobile phone operators of multilingual services and facilitate identify verification using a residence card so that foreign nationals who cannot speak Japanese will not be uniformly hindered from entering into a contract. [Ministry of Internal Affairs and Communications] <Policy No. 79>

### **(3) Realization of smooth communication (Enhance Japanese language education)** **[Recognition of the current situation / issues]**

In the course of foreign nationals living in Japan, problems may occur in various situations if the Japanese language skills of the foreign national are inadequate and smooth communication cannot be achieved. In order to ensure foreign nationals are accepted as members of Japanese society and to prevent foreign nationals from being excluded, it is extremely important to ensure that foreign nationals are able to learn Japanese as a second language in order to realize smoother communication, and based on such perspective, it is necessary to further expand the efforts of Japanese language education for foreign nationals and to develop an environment where communication with foreign nationals can be conducted smoothly.

#### **[Specific policies]**

- In order to provide the Japanese language education necessary for the general living of foreign nationals, including workers, living in the local communities, the proposed “Proposal of Standard Curriculum for Japanese Language Education for foreign nationals as residents” which specifies the educational contents and methods, and the “Examples of Teaching Materials” based on the standard curriculum will be further publicized and used, and thereby the level of Japanese language education in the local communities will be raised.

In addition, bearing in mind the possibility of using public facilities such as public halls to hold exchanges with local residents with aim of providing foreign nationals with increased opportunities to study a certain level of Japanese language based on the "Standard Curriculum for Japanese Language Education for foreign nationals as residents", and based on the establishment of the status of residence of “specified skilled worker”, the local governments will cooperate in an organic

manner with the relevant organizations, etc., promote Japanese language education in local communities such as by creating a comprehensive framework of the national and local governments in order to strengthen the Japanese language education environment, and support for NPOs which implement advanced approaches. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 80>

- In order to resolve issues of lacking Japanese language class in local communities, support will be given to the local governments in the form of sending advisors to establish classrooms in the areas where there are no classes, and for foreign nationals living in regions where it is difficult to set up Japanese language classes, the use of ICT teaching materials (14 languages) enabling self-study and self-learning of the Japanese language according to life situations will be developed, and will be promptly provided in turn in the languages in which they have already been developed. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 81>
- With regard to the Open University of Japan, online delivery and archive broadcasting of basic Japanese language courses for foreign nationals will be available, through which opportunities will be provided to study Japanese. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 82>
- With regard to the Japanese language teaching contents provided by the Japan Broadcasting Corporation (NHK) enabling foreign nationals visiting Japan to learn Japanese that can be used in their daily life, workplaces and elsewhere, the target languages will be expanded, effective use of past content will be promoted, and the website will be enhanced. In addition, the relevant organizations (overseas Japanese embassies and consulates, local governments, educational institutions, relevant ministries and agencies, etc.) will carry out publicity to foreign nationals visiting Japan, and companies and other organizations accepting them to expand the use of the contents where necessary. [Ministry of Internal Affairs and Communications, Ministry of Economy, Trade and Industry and the relevant ministries and agencies] <Policy No. 83>
- Evening classes at public Junior high schools are public schools that substantially guarantee people passing the school age who did not complete compulsory education with an opportunity to receive compulsory education. As of April 2019, there are 33 schools in 27 cities in 9 prefectures throughout Japan. About 80% of the students are foreign nationals, and these are educational institutions where those who have not adequately received compulsory education in their own country

or in Japan will be able to acquire the knowledge and skills necessary for social and economic independence.

For this reason, in order to establish at least one evening school in each prefecture or designated city under the Act on Securing Education Opportunities Equivalent to Regular Education in the Compulsory Education Stage (Act for Securing Education Opportunities) and the Third Basic Plan for the Promotion of Education, support will be provided to initiatives to identify the need for preparation of establishment of new school and establish a school, and such initiatives will be promoted by holding training sessions for local governments and enhancement of public relations activities. Efforts will be promoted aimed at enhancing educational activities through improvement of the competencies of Japanese language teaching by teachers, collaboration with regional Japanese language classes, and the use of external human resources such as Japanese language teachers and Japanese language teaching assistants. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 84>

- In order to clarify the content and methods of necessary Japanese language education according to the stage of Japanese language acquisition and to enable foreign nationals to receive appropriate Japanese language education and to be evaluated, criteria for evaluate of Japanese language competence based on “the Common European Framework of Reference for Languages: Learning, teaching, assessment (CEFR)” will be reviewed and provided. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 85>
- With the increasing number of Japanese language learners both inside and outside Japan, an urgent task is to develop teachers who will be able to teach Japanese, and therefore, efforts will be made to improve, enhance and diffuse the training programs for Japanese language teachers to workers and other people based on the "Revised Report on the Development and Training of Japanese Language Practitioners" (the Council for Cultural Affairs Subdivision on the Japanese Language, March 2019), as well as the overall quality of Japanese language education by developing new qualifications to prove the competencies and skills of the Japanese language teachers. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 86>
- Basic efforts for Japanese language education will be further promoted, such as holding meetings to promote comprehensive Japanese language education with the cooperation of the relevant ministries and agencies, and organizations, and operating a portal site (Nihongo Education contents Web sharing System: NEWS) on Japanese language education. [Ministry of Education, Culture, Sports, Science

and Technology] <Policy No. 87>

- In order to make it possible to define and evaluate Japanese communication skills in working situations of foreign workers, a tool exclusively designed for foreign workers working in Japan will be created after grasping what companies are in need and will be provided as a "model" to companies. [Ministry of Health, Labour and Welfare] <Policy No. 88>
- e-learning materials will be developed and provided for technical intern trainees to learn vocabulary and expressions in use in actual fields when they learn Japanese in classes before and after entering Japan, as well as during the training period. [Ministry of Health, Labour and Welfare] <Policy No. 89>

#### **(4) Measures for foreign national children**

##### **[Recognition of the current situation / issues]**

Education for foreign children and pupils are the foundation for life for foreign children and pupils in Japan, and therefore, such children must be given the opportunity to acquire the necessary academic skills and other abilities, and to be able to achieve self-actualization in their school life with confidence and pride through carefully ascertaining the Japanese language skills of each individual.

However, the situation in the public schools is that although foreign children and pupils does not have sufficient Japanese language skills, nearly 20% of foreign children and pupils are not being given special consideration when they are being taught, and therefore, it is essential to hire the appropriate number of teachers according to the number of children, and to improve the competence of the teachers.

In addition, another issue with regard to foreign senior high school students is the fact that they are dropping out of school because they do not have a clear vision of the future due to not fitting into school life or a decline in motivation to learn, or due to there not being an adequate system in place where students are able to consult someone when they have a problem.

##### **[Specific policies]**

- The Maternal and Child Health Handbook, which is the starting point of maternal and child health, will be translated into multiple languages, and utilized so that pregnant foreign national women will be able to safely give birth and raise their children through smooth acquisition and use of maternal and child health information in Japan and surveys and research will be conducted on various effective methods of providing support using the handbooks, the results of which will be disseminated to the local governments. [Ministry of Health, Labour and Welfare] <Policy No. 90>



- Information will be given in National Curriculum Standards for Day-Care Center (Ministry of Health, Labour and Welfare Public Notice No. 117 of 2017) to remind the local governments about the need to give consideration to the foreign national children in the day care centers and to provide uninterrupted support so that the children can transition from day care center to elementary school, and requests will be continuously made to the day care centers to provide appropriate support to households with foreign nationals. In addition, with regard to the basic way of thinking in the “New After-school Children Plan” announced on September 14, 2018 and cooperation between the schools and households, information will be disseminated to the local governments once again and requests will be continuously made to the after-school children’s clubs to ensure appropriate measures be taken for foreign national children. [Ministry of Health, Labour and Welfare] <Policy No. 91>
- Research and surveys will be implemented, measures will be compiled relating to consideration for foreign national children and their parents and guardians taken by the municipal authorities and day care centers, interviews will be conducted focusing on local governments with a high percentage of foreign nationals, the system of support for the acceptance of foreign national children by the local governments will be tracked, and case studies will be collected on the treatment of foreign national children and their parents and guardians by the day care centers, and horizontal deployment of best practices will be continually carried out. [Ministry of Health, Labour and Welfare] <Policy No. 92>
- In the public schools, improvement is being steadily promoted based on the provisions of the Law Concerning Class-size and the Standard of the Number of School Personnel of Public Compulsory Education Schools so that in FY2026, the basic constant number of teachers will be one teacher per 18 children. In addition, based on the situation of support by the relevant departments and other organizations in the regions, support will be provided for the establishment of a support system for foreign children and pupils to be organized by the local governments such as the construction of a teaching system using Japanese language teaching assistants or mother tongue supporters, the implementation of lessons where Japanese nationals and foreign nationals are able to learn from and understand each other, or provision of ICT-based support including multilingual translation systems and remote education for detailed teaching. For this, considering the importance of native languages and cultures, cooperation will be implemented by each local government with a wide range of cooperating parties, including NPOs and companies.

Given those current measures, the Central Council for Education will consider an ideal form of education for an increasing number of foreign children and pupils. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 93>

- Through the development and spread of “model programs” that compile details of training to be provided by the boards of education, universities etc., a structure will be prepared to implement systematic Japanese language teaching such as initial-stage Japanese language teaching, mid-stage and late-stage teaching, and teaching using the JSL curriculum, and core teachers who will be teaching Japanese will be trained to improve the competencies and skills of teachers in charge of education of foreign children and pupils. In addition, in order to contribute to the promotion of teacher training conducted by each local government, teacher trainers will be fostered through “training for Japanese language instructors of foreign children and pupils” conducted by the National Institute for School Teachers and Staff Development, and efforts will be made to dispatch instructors to the training provided by each local government, and video lectures for in-school training will also be provided by the National Institute.

At the same time, with regard to securing as well as improving the competencies of Japanese language teachers, who teach foreign children, pupils, and Japanese language teaching assistants, consideration will be given to effective measures from the perspective of securing human resources or nationwide training opportunities. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 94>

- Based on the actual situation of foreign students such as entering higher schools, their percentage of quitting school, and other career status, comprehensive support such as enhancement of Japanese language teaching and careers education will be promoted so that lower secondary schools and upper secondary schools will be able to provide career guidance that looks to the future.

Encouragement will be given to the enhancement of special consideration for returnee or foreign national upper secondary school students (adding hiragana, bringing in a dictionary, setting of special admissions rates, etc.) in the public upper secondary school entrance exams in accordance with the local circumstances. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 95>

- Efforts will be promoted to encourage school attendance through thorough guidance on school attendance by the local governments, the preparation and distribution of multilingualized school attendance guidebooks, and measures to ascertain the situation of school attendance by foreign children and pupils, including the enrollment situation outside of school so that opportunities for foreign

children and pupils to attend school are properly guaranteed.

In addition, arrangement of issues and good practices related to the condition of school attendance identified by the "Survey for School Attendance of Foreign Children" (September 2019) will be disseminated and, depending on the local circumstances, as various organizations such as schools for foreigners and NPOs have been the places for foreign national children to learn, support will be enhanced so that the situation of school enrollment can be grasped smoothly and the school enrollment can be promoted in cooperation with the local governments.

In addition, integrated efforts will be made by the related departments of the local governments and related organizations through such means as the boards of education of the municipal authorities providing information on school enrollment through cooperation with the departments in charge of the residential basic books. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 96>

- A review will be conducted together with the relevant ministries and agencies with regard to clarifying the necessary status of residence so that foreign nationals who wish to work after finishing compulsory education and high school in Japan will be able to smoothly settle in Japanese society. [Ministry of Education, Culture, Sports, Science and Technology, and Ministry of Justice] <Policy No. 97>
- Continuous guidance will be provided to prevent delinquency by foreign national juveniles who receive guidance, with their guardians' consent as with the case of Japanese juveniles, and efforts will be made with the cooperation of university student volunteers to engage in conducting learning support activities and activities to create places where the foreign national juveniles can feel like belonging so as to promote their sound development. [National Police Agency] <Policy No. 98>
- While taking note of the language, the education system in their home country, cultural background and family environment, information will be disseminated to the local governments so that appropriate decisions can be made on the school choice of foreign national children with disabilities, and the use of multilingual translation systems to respond to requests for advice on school choice will be promoted.

In schools for special needs education, etc., efforts will be made to support the assignment of Japanese language teaching assistants and mother tongue supporters, etc., and in addition, in-service training opportunities will be improved so that teachers in charge of special needs education and Japanese language teaching will also be able to learn about Japanese language teaching and special needs education.

At the same time, practical research will be conducted on ideal forms of

reasonable accommodation in schools for foreign children and pupils who may have developmental disorders, and the results disseminated. In addition, efforts will be made to proactively disseminate easy-to-understand information about childcare and school attendance counseling services for foreign parents and guardians as well. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 99>

**(5) Support employment for international students, etc.**

**[Recognition of the current situation / issues]**

International students not only acquire advanced specialties and Japanese language skills through education at a Japanese educational institution, but they are also valuable human resources who develop a deep understanding of Japan through exchanges with Japanese students and local residents during their period of study in Japan. In order to avoid as much as possible having international students who cannot find a job and return to their home country with feelings of disappointment, the “Japan Revitalization Strategy” was set out in June 2016. Although it has been aimed to increase the employment rate of international students from 30% to 50%, the actual employment rate has only reached at 32% (actual employment rate of international students who completed university, junior college, technical college or specialized training college for FY2017). Of them, the actual employment rate of international students who graduated from or completed university (undergraduate or graduate) for FY2017 was 35%. Both actual employment rates for FY2016 were 31% and 36%, respectively, and drastic measures are needed.

Therefore, it is necessary to review the statuses of residence to facilitate the employment of international students, and to take wide-ranging measures, including the handling of international students by each university, the job hunting activities of each company, and subsequent development of the international students.

In addition, since international students in the field of nursing care and foreign nationals working in the field of nursing care are expected to increase in the future, it is necessary to provide more appropriate support for these foreign nationals.

**[Specific policies]**

- Information will be disseminated on the Public Notice on “Designated Activities” (No. 46) aimed at employment support for international students who have graduated from or completed a course from a Japanese university or graduate school. [Ministry of Economy, Trade and Industry, Ministry of Health, Labour and Welfare, and Ministry of Justice] <Policy No. 100>
- Efforts will be made to promote year-round recruitment of international students who graduate from the universities etc. in autumn by companies and other

organizations to encourage them to work in Japan after graduation, and will notify on the status of “Designated Activities” that allow international students who have been offered a job to stay in Japan until they are employed. [Ministry of Justice, and Ministry of Economy, Trade and Industry] <Policy No. 101>

- In November this year, as a result of the expansion of the "Program to Train Foreign Nationals in Japanese Cuisine", this program was renamed to the "Program for Training Foreign Nationals in Japanese Food Culture ", and the field of work in which international students who have majored in cooking or confectionery courses and who have completed a post-secondary course in a specialized training college can find a job was expanded into other cuisines and confectionery in addition to Japanese cuisine. Reflecting this, efforts will be made to properly operate and disseminated this program. [Ministry of Justice, Ministry of Health, Labour and Welfare, and Ministry of Agriculture, Forestry and Fisheries] <Policy No. 102>
- The immigration control and residency management systems and their operations will be reviewed, including expansion of the systems and their operation in connection with the "Projects for Encouraging Foreign Entrepreneurs to Start Business", in order to facilitate entrepreneurship of international students in Japan, and such review will reach a conclusion by the end of FY2019. [Ministry of Justice, and Ministry of Economy, Trade and Industry] <Policy No. 103>
- In order to support the employment of international students by small or medium-sized business or other businesses which satisfy certain conditions, the various documents that are required when international students apply for permission for a change of the status of residence were simplified as with large businesses, targeting the companies which are certified under the Youth Yale Certification System of the Ministry of Health, Labour and Welfare, and continued consideration will be given to further simplification of the documents required for the applications for residence. [Ministry of Justice, and Ministry of Economy, Trade and Industry] <Policy No. 104>
- A national framework will be developed so that universities cooperating with companies, will be able to formulate an educational program accredited by the Ministry of Education, Culture, Sports, Science and Technology enabling international students while at university to acquire “business Japanese”, which is a necessary skill for finding a job in Japan, as an “accredited program for promotion of international student job hunting (provisional name)”, and which will lead to international students finding employment at a company in Japan. While asking

the accredited universities to set achievement targets for the rate of employment of international students, consideration will be given to such support as priority allocation of scholarships. As a general rule, the relevant administrative agencies will also participate in the programs of universities that have adopted the Top Global University Project.

In addition, support is currently being given to the efforts of the specialized training colleges that build comprehensive acceptance models, such as identifying outstanding international students, teaching Japanese language, and matching these students with companies in Japan, and the results of the educational programs created through these efforts will be published, and information shared widely.

Through these efforts, the establishment of a system to connect international students to employment in companies in Japan will be promoted with the cooperation of the universities, specialized training colleges, companies, and local governments. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 105>

- The “accredited program for promotion of international student job hunting (provisional name)”, the education program, as certified by the Ministry of Education, Culture, Sports, Science and Technology, for international students to acquire business Japanese language, will be further utilized and promoted, including certification of education programs to follow up international students after receiving an informal job offer from companies or graduating from universities. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 106>
- With regard to the Japanese language teaching contents provided by the Japan Broadcasting Corporation (NHK) enabling foreign nationals visiting Japan to learn Japanese that they can use in their daily life and at their workplace or elsewhere, the target languages will be expanded, effective use of past content will be promoted, and the website will be enhanced. In addition, the relevant organizations (overseas Japanese embassies and consulates, local governments, educational institutions, relevant ministries and agencies, etc.) will carry out publicity to foreign nationals visiting Japan, and companies and other organizations accepting them to expand the use of the contents where necessary. <Reposted> [Ministry of Internal Affairs and Communications, Ministry of Economy, Trade and Industry and the relevant ministries and agencies] <Policy No. 83>
- The special site established in the Japan Student Services Organization in order to consolidate and effectively disseminate information such as the employment rates of international students, etc. will promote the publication of information on

universities, etc., and preferred allocations of scholarships to educational institutions will be made according to their efforts of providing employment support and actual status of employment. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 107>

- In order to promote the employment of international students in Japan, the Ministry of Justice, the Ministry of Education, Culture, Sports, Science and Technology and universities will collaborate to hold workshops (opinion exchanges) so that support can be effectively given in the consultation on careers at universities etc., to international students who wish to change their status of residence in view of the simplification of procedures to change the status of residence of “Student” to the status of residence based on employment. [Ministry of Justice, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 108>
- Some companies require advanced Japanese language skills (for example, the Japanese Language Proficiency Test N1 level or higher) when recruiting international students, but the level of Japanese language skills required for work varies depending on the company, and there is diversity in the level of Japanese language skills required at the time of recruitment. Based on these actual situations, the relevant ministries and agencies, industries, job support companies, universities and others will collaborate to formulate checklists and other best practices for diverse recruitment process of international students and flexible human resources fostering and treatment and adopt those checklists and other items with various systems and measures of the relevant ministries and agencies for horizontal development. In addition, in order to encourage information transmission by companies and universities under the measures for international students based on those checklists and other items, thorough dissemination of information to economic organizations, universities and others will be conducted by the relevant ministries and agencies. [Ministry of Economy, Trade and Industry (Ministry of Health, Labour and Welfare, and Ministry of Education, Culture, Sports, Science and Technology and the relevant ministries and agencies)] <Policy No. 109>
- On the "Open for Professionals" Platform at the Japan External Trade Organization (JETRO), the relevant ministries and agencies collaborate to diffuse various information to companies and foreign nationals.  
In addition coordinators will be allocated to provide recruiting assistance promptly and efficiently to local companies. Further, to consider measures to enhance performance of highly-skilled foreign professionals after joining companies.

[Ministry of Economy, Trade and Industry] <Policy No. 110>

- Detailed consultation and support by persons in charge will be provided at the Employment Service Center for Foreigners and the International Students Corner of the Public Employment Security Offices (Hello Work) as regional bases, and efforts will be made, in collaboration with local companies, local governments, and JETRO and other relevant organizations, to expand internships, dig up job offers for international students, and hold employment guidance and other seminars and joint company briefing sessions, with the aim of promoting further opportunities to match international students with companies.

Those bases will provide necessary cooperation with the one-stop counters established by the local governments. [Ministry of Health, Labour and Welfare, and Ministry of Economy, Trade and Industry] <Policy No. 111>

- In order to promote the provision of information for international students who wish to enter university and to promote the acceptance of international students in accordance with the needs of domestic companies, consolidated information will be publicized with the cooperation of the relevant overseas bases to showcase the attractiveness of studying in Japan, including future career paths such as employment in Japan after graduation. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 112>

- In the Innovative Asia project aimed for promotion of circulation of Asia's competent human resources in the scientific field, cooperation with the relevant organizations will be reinforced, "Open for Professionals" Platform will be utilized, and information will be provided to those interested in internship matching or employment in Japanese companies at job fairs and other relevant events in Japan and overseas. [Ministry of Foreign Affairs, Ministry of Justice, Ministry of Economy, Trade and Industry, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 113>

- Programs will be provided to educate instructors of training sessions of long-term care facilities to improve skills of foreign care workers and training sessions for foreign nationals, and the program of student loans for students enrolled in certified care worker training facilities, including international students, who will be exempt from repayment when engaged in long-term care services, will be further promoted.

In addition, support will be promoted considering the status of recommendations in the field of future long-term care in benefit-type scholarship programs for students who are international students enrolled in a Japanese university and show excellence in terms of academics and character, but who have difficulty



continuing their studies due to economic reasons. [Ministry of Health, Labour and Welfare, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 114>

- To promote internships to give international students opportunities to contact companies, details of activities and the guidelines on the procedures for the status of residence will be revised, and the procedures necessary for international students to work in Japan will be illustrated by presenting model cases or visualizing flows. In addition, appropriate procedures and methods will be widely disseminated to universities, companies and other organizations. [Ministry of Justice, Ministry of Education, Culture, Sports, Science and Technology, and Ministry of Economy, Trade and Industry] <Policy No. 115>
- To promote internship for international students in Japan and from overseas through briefing sessions and seminars at the “Center for Harmonious Coexistence with Foreign Nationals” (provisional name). [Ministry of Justice, Ministry of Health, Labour and Welfare, and Ministry of Economy, Trade and Industry] <Policy No. 116>
- Regarding the internships permitted by the status of residence of “Designated Activities”, guidelines will be formulated to clarify the requirements and activities of the foreign students who are eligible for the internship and the purpose of the system, and to promote further appropriate use of the system. [Ministry of Justice] <Policy No. 117>
- Disseminate information relating to employment of international students in Japan through the Japanese Embassies and Consulates, considering the efforts based on the Comprehensive Measures [Ministry of Foreign Affairs] <Policy No. 118>
- Provide international students and others with training sessions aimed at improving communication abilities for workplace fixation and gaining an understanding of employment and other practices, and prepare model training curricula for workplace fixation based on expertise of the training projects. In addition, communicate effective communication methods for employers and other supervisors at the workplace through seminars and other sessions for employers, utilizing model curricular and other best practices [Ministry of Health, Labour and Welfare] <Policy No. 119>
- The following measures will be taken to promote communications between an employer and foreign workers, and to assist in the efforts of employers to establish

foreign workers.

- To prepare a multilingual dictionary in which frequently used words and sample sentences in labor contracts, etc. are translated into multiple languages and disseminate it to employers and foreign nationals to help them prevent any troubles with foreign workers over working conditions, etc.
- To establish new measures to support the efforts of employers to improve employment management that will reflect the circumstances specific to foreign nationals, in order to enable foreign nationals to fully understand their working conditions, continue to work with ease and satisfaction under proper treatment conditions, and demonstrate their abilities
- To create a model training curriculum for workplace fixation of foreign workers (provisional name) based on expertise of the training projects to support employment and fixation of foreign workers, and disseminate it to companies employing foreign nationals

[Ministry of Health, Labour and Welfare] <Policy No. 120>

- Career consultants who are familiar with international students and corporate practices (such as diversity management) will be fostered through classes and other sessions for career consultants. [Ministry of Health, Labour and Welfare] <Policy No. 121>
- Compile and disseminate cases of companies that have aggressively consulted with their employees including the former international students and other foreign employees about their careers in the company, through which they can successfully put those employees to work actively or better establish those employees [Ministry of Health, Labour and Welfare] <Policy No. 122>

## **(6) Ensure an appropriate work environment**

### **(i) Ensure proper working conditions and employment management, guarantee industrial health and safety**

#### **[Recognition of the current situation / issues]**

It is extremely important to secure appropriate working conditions for foreign workers just as with Japanese workers, but foreign workers are not likely to have sufficient knowledge of Japanese labor laws, and this is one reason why problems relating to working conditions are likely to occur.

This being the case, it is necessary for related organizations such as the labor standards inspection offices to strive to ensure appropriate working conditions and employment management, and to ensure occupational safety and health, such as further promoting guidance and consultation support for business owners who employ foreign nationals.

**[Specific policies]**

- The labor standards inspection offices will make sure employers are aware of compliance with labor-related laws and regulations. In addition, the Public Employment Security Offices (Hello Work) will also work to disseminate and publicize information on the foreign nationals' employment status notification system and foreign nationals employment management guidelines to employers, focus on holding employment management seminars, and expand provisions of advice and guidance for improvement of employment management in order to assist employers in establishing foreign employees in the workplace. In addition, the necessary system will be prepared in order to ensure the proper working conditions and employment management of foreign workers. [Ministry of Health, Labour and Welfare] <Policy No. 123>
  
- In terms of the technical intern training program, there are still many cases of unfair acts, and therefore measures will be taken to share information on technical intern trainees in possession of the Immigration Services Agency in order to reinforce the on-site inspection capacities of the Organization for Technical Intern Training.

A system will be strengthened to increase the abilities to gather information on improper provision of technical intern training from technical intern trainees by expanding the counters for consultation in native languages of the Organization for Technical Intern Training or otherwise for its effective on-site inspections.

Given the fact that some technical intern trainees cannot understand the technical intern training program and obtain information necessary to live in Japan, the Technical Intern Trainee Handbook which is distributed at the time of entry will be converted into a mobile app in order to enable technical intern trainees to access information that should newly be communicated to them from time to time, and to protect technical intern trainees so that they may devote themselves to their technical intern training. [Ministry of Justice, and Ministry of Health, Labour and Welfare] <Policy No. 124>
  
- In light of the fact that there are a number of foreign workers who have little knowledge of the health and safety measures in Japan, or that there are many foreign workers who are not familiar with the Japanese language, safety and health materials in foreign languages for the foreign workers and audiovisual safety and sanitation education materials corresponding to the fields in which specified skilled workers are accepted (14 fields) for business owners who employ foreign workers will be developed, and the relevant ministries and agencies and industry groups will be informed how to utilize those audiovisual materials, and measures to

prevent occupational accidents by foreign workers will be enhanced and reinforced, such as providing guidance and support to employers to provide safety and health education that foreign workers will be able to understand using audiovisual materials. While those audiovisual materials are now prepared in 11 languages including Japanese, the number of languages will further be expanded to 14 languages and educational materials for hazard recognition will be created using VR technology and other technologies. At the same time, tools for measures to prevent occupational accidents by foreign workers will be enhanced and reinforced by enhancement of supplemental materials on dangerous and harmful operations. [Ministry of Health, Labour and Welfare] <Policy No. 125>

- The languages used by the “Foreign Workers Consultation Corner” established in the prefectural labor bureaus and the labor standards inspection offices, the “Telephone consultation Service for Foreign Workers” for those who are unable to visit the consultation corner and the “Labour standards Advice Hotline” open for labor-related consultations when the labor standards inspection offices are closed will be increased from the current 9 languages to 14 languages (including Japanese). [Ministry of Health, Labour and Welfare] <Policy No. 126>
- The following measures will be taken to promote communications between an employer and foreign workers, and to assist in the efforts of employers to fix foreign workers.
  - To prepare a multilingual dictionary in which frequently used words and sample sentences in labor contracts, etc. are translated into multiple languages and disseminate it to employers and foreign nationals to help them to prevent any troubles with foreign workers over working conditions, etc.
  - To establish new measures to support the efforts of employers to improve employment management that will reflect the circumstances specific to foreign nationals, in order to enable foreign nationals to fully understand their working conditions, continue to work with ease and satisfaction under proper treatment conditions, and demonstrate their abilities
  - To create a model training curriculum for workplace fixation of foreign workers (provisional name) based on expertise of the training projects to support employment and fixation of foreign workers, and disseminate it to companies employing foreign nationals<Reposted> [Ministry of Health, Labour and Welfare] <Policy No. 120>
- Consideration will be given to multilingualization of consultations and advice relating to problems such as harassment and termination of employment, etc. in the workplace by using the “Multilingual Contact Center” (telephone interpreters)

newly established in all of the Employment Environment and Equal Employment Departments (Offices) of the prefectural labor bureaus and “Consultation Counters on General Labor Matters”. [Ministry of Health, Labour and Welfare] <Policy No. 127>

- The trends in labor accidents of foreign workers and their causes will be analyzed using the information taken from the “Workers’ Death, Injury and Disease Reports” reported by the business owners to the director of the competent labor standards inspection office and this information will be used in future measures to prevent labor accidents. [Ministry of Health, Labour and Welfare] <Policy No. 128>

## **(ii) Support stable local employment**

### **[Recognition of the current situation / issues]**

Along with the increase in the number of foreign residents and their different nationalities and different languages, there is a need for the consultation services of the Public Employment Security Offices (Hello Work) to be offered in multiple languages, for job hunting activities to be made as smooth as possible for those foreign nationals, and for their employment to be stabilized.

In addition, as mentioned above, it is necessary to further support employment for international students wishing to find a job in Japan.

### **[Specific policies]**

- The functions of the multilingual contact center will be strengthened through adding 3 new languages to make a total of 14 languages. In addition, regarding the Public Employment Security Offices (Hello Work), which have interpreters, based on the circumstances of each region, consideration will be given to adding additional languages, and introducing a multilingual translation system on a trial basis and measuring its effects, thereby further developing the system of providing consultations at the Public Employment Security Offices (Hello Work), and carrying out smooth employment support. [Ministry of Health, Labour and Welfare] <Policy No. 129>
- If a foreign national wishes to work in a nearby area so that he or she will be assured stable employment in areas where there are foreign nationals including specified skilled workers, support will be provided for employment in line with the wishes of the person to the greatest extent possible such as by providing information on local companies and putting up job postings where foreign nationals can easily apply in multilingual responses (14 languages) at the regional the Public Employment Security Offices (Hello Work). [Ministry of Health, Labour and Welfare] <Policy No. 130>

- Stable employment and workplace fixation will be promoted at the employment service for foreign workers or elsewhere, through assignment of specialized counselors for occupational consultation, provision of information on job offers for which settled foreign nationals easily apply, and collaboration with the one-stop consulting counters established by the local governments. For training businesses for foreign residents to improve communication skills and gain an understanding of business etiquette in the Japanese workplace (training businesses to support employment and fixation of foreign nationals), implementation regions and targets will be expanded. [Ministry of Health, Labour and Welfare] <Policy No. 131>
- For settled foreign nationals, vocational training will be implemented taking into account the Japanese language skills of the long-term residents, and depending on the situation of the prefecture, the assignment of vocational training coordinators for long-term residents will be promoted. In addition, the best examples of vocational training courses for settled foreign nationals will be collected and otherwise disseminated, through which support will be given to the local governments wishing to carry out vocational training that takes into account the lack of Japanese language skills. [Ministry of Health, Labour and Welfare] <Policy No. 132>
- Efforts will be made to promote workers career development through publicity of the system of human resources development support subsidies, and support will be provided for business owners who work on vocational training for workers, including foreign nationals. [Ministry of Health, Labour and Welfare] <Policy No. 133>

## **(7) Promote enrollment in social insurance, etc.**

### **[Recognition of the current situation / issues]**

Social insurance is an important safety net for foreign nationals to live, but some business offices that employ foreign nationals are not following the procedures to enroll in social insurance for foreign nationals, and therefore the relevant organizations will need to cooperate and promote enrollment.

On the other hand, it has also been pointed out that there are a number of cases where foreign residents have been improperly using Health Care insurance, and therefore, it is necessary to advance efforts to ensure its proper use.

### **[Specific policies]**

- With regard to the procedure for enrolling in social insurance, efforts will focus on encouraging the businesses that employ foreign nationals and the foreign nationals

who are being employed to enroll in social insurance such as implementing planned administrative guidances rendered on places of business, such as calling on business owners, on-site administrative guidances, and the conducting of on-site inspections. At the same time, with regard to National Health Insurance program, the municipal authorities will take measures to promote enrollment using the information on pension insured persons at the time of the foreign national leaving work or on other occasions. [Ministry of Health, Labour and Welfare] <Policy No. 134>

- Support will be provided for the efforts of the local governments to promote enrollment in the National Health Insurance program of foreign nationals, such as financial support through the system of specially adjusted grants, for the expenses required for publicizing the National Health Insurance program for foreign nationals. [Ministry of Health, Labour and Welfare] <Policy No. 135>
- Efforts will be made to promote enrollment in social insurance by the business offices employing the foreign nationals and the foreign nationals themselves at the time of changing their status of residence or extending their period of stay at the regional immigration services offices, or at the time of acceptance of offers for posting job offerings at the Public Employment Security Offices (Hello Work) through cooperation among the relevant administrative organizations.

Therefore, the status of fulfillment of obligations under the social insurance system will be appropriately confirmed in the examinations relating to the acceptance of specified skilled workers, and acceptance will not be permitted to accepting organizations that have, to a certain extent, been delinquent in paying the required social insurance premiums. In addition, the Ministry of Justice will work on promoting enrollment in social insurance by providing the Ministry of Health, Labour and Welfare, etc. with information on the identification matters of foreign nationals who have been given landing permission or permission to change their status of residence, as well as information on the organization of affiliation, and on accompanying family members, and by the relevant organizations conducting the prescribed confirmation and application of enrollment using the information and, where necessary, providing such as guidance on enrollment. In addition, with regard to National Health Insurance program and national pensions, such measures will be taken as denying permission for applications for extension of period of stay and applications for permission to change the status of residence to those who have, to a certain extent, been delinquent in paying the insurance premiums. Regarding the provision of information from the Ministry of Justice to the Ministry of Health, Labour and Welfare, and efforts pertaining to such as applications for extension of period of stay, with regard to the specified skilled

workers abovementioned, continued consideration will be given to take the same kind of measures with regard to foreign nationals with other statuses of residence. [Ministry of Justice, and Ministry of Health, Labour and Welfare] <Policy No. 136>

- Returning to the basic concept of the health insurance system that the insurance payment is provided when a resident in Japan visits a medical insurance institution in Japan, and considering in order to ensure that payment of health benefits for a visit to an overseas medical institution is an exception from the system and secure proper approval process that an insured dependent of health insurance or Category 3 insured person is required under the amended Health Insurance Act to basically reside in Japan, regardless of nationality, to be approved as such, continued efforts will be made to smoothly administer the system. In addition, until the revised system comes to be implemented (April 1, 2020), follow-up of efforts to standardize the methods to be used to recognize dependents, which have been in place since March 2018, through recognition using public documents, as well as strict recognition will continue to be conducted.

In addition, concerning the National Health Insurance program, continued efforts will be made to disseminate that a system whereby the municipal authorities notify the Ministry of Justice if there is the possibility that the foreign national is not engaging in the activities authorized under the status of residence is adopted. From the viewpoint of the proper management of qualification under the National Health Insurance, in accordance with the amendment of the Health Insurance Act and other acts, since information on the acquisition or loss of qualification of an insured person is to be clarified as a subject of examination by the municipal authorities, the management of qualification will be steadily optimized.

Furthermore, from the viewpoint of preventing the fraudulent receipt of lump-sum allowance for childbirth disguised as childbirth in a foreign country, in keeping with the countermeasures against overseas medical expenses that have been implemented thus far, notification has been issued that the documents required for lump-sum allowance for childbirth will be standardized and stricter examinations will be conducted, and continued efforts will be made to disseminate such notice and promote implementation of such notice, together with the countermeasures against illegal reimbursement of overseas medical expenses.

In addition, with regard to so-called impersonation in which an insurance card is misappropriated, necessary action will be taken such as requesting the presentation of identification documents together with the insurance card when the medical institutions deem it to be necessary. At such time, the foreign national shall not be denied insurance benefits simply due to the identification document not being presented. [Ministry of Justice, and Ministry of Health, Labour and Welfare] <Policy No. 137>



- In the examinations relating to the acceptance of specified skilled workers conducted by the regional immigration services offices, the status of fulfillment of the tax payment obligations by the accepting organization will be confirmed, and permission will be denied for the acceptance of specified skilled workers by the accepting organization if there are, to a certain extent, some delinquent tax payments, and after the acceptance of specified skilled workers, the status of delinquent tax payments such as the payment of withholding income taxes of the accepting organization will be confirmed at the time of the foreign national submitting an application for change of the status of residence or an application for extension of the period of stay, and if there are, to a certain extent, some delinquent tax payments, appropriate directions will be issued to the accepting organization.

In addition, in cases where specified skilled workers have a certain amount of delinquency in payments of income tax and residents tax to be paid due to grounds attributable to him/her, such as the application for permission to change the status of residence from such person will be denied and necessary information collaboration will be conducted such as notifying the relevant agencies, and moreover, continued consideration will be given to take similar measures in the future even for foreign nationals with other statuses of residence. [Ministry of Justice (National Tax Agency, and Ministry of Internal Affairs and Communications)] <Policy No. 138>

- The accepting organizations will provide support to the specified skilled workers (i) to enable them to pay their taxes smoothly, and in particular, will provide support to enable them to pay the residents tax to be paid in the following year on behalf of the foreign nationals by the end of the expiration of the period of stay, and moreover, the Immigration Services Agency will inform the accepting organizations of these measures so that the accepting organizations will be able to accurately implement support pertaining to tax payments, while accepting organizations which do not properly implement such support will be given appropriate guidance. [Ministry of Justice] <Policy No. 139>

- From the perspective that it is necessary to promote special collection, the system that has payers of wages collect and pay personal residents tax, as a measure to counter delinquent payment of the tax, business operators will be informed, through the cooperation with local governments, to properly implement special collection.

Continuous efforts will be made to inform companies and foreign nationals who are required to pay the taxes of the system of lump-sum collection of unpaid taxes from the wages which are to be paid to the foreign nationals who are departing

from Japan and the system of tax agents to handle all matters relating to payments by tax payers. [Ministry of Internal Affairs and Communications] <Policy No. 140>

- With regard to the application of dependent deduction pertaining to relatives residing overseas, considering the issue that because only domestic source income (based in Japan) is used in the determination of income requirements under the stipulation before revision, even relatives earning a certain level of income outside Japan are eligible for deductions, no deduction for dependents will be applied to adults 30 years of age or older but below 70 years of age, excluding international students, persons with disabilities and those who can be confirmed to receive 380,000 yen or more in the money transmission document, for the income taxation for 2023 and afterwards. [Ministry of Finance] <Policy No. 141>

#### **4. Construct a new residency management system**

##### **(1) Implement smooth and expedited procedures for the status of residence**

###### **[Recognition of the current situation / issues]**

With the increase in mid and long-term residents in Japan, the counters of the regional immigration services offices are often congested, and the waiting times for applications for residence are taking a prolonged amount of time. In addition, with the increase in the residence applications, the regional immigration services offices have to deal with an increasing number of tasks such as responding to various inquiries and managing application documents, which hinder the execution of smooth and expedited procedures for the statuses of residence, and moreover, with the establishment of the statuses of residence of “specified skilled worker”, the number of foreign nationals who wish to work in Japan is also expected to increase.

Because of such circumstances, it is necessary to reduce the burden on foreign nationals to ensure that foreign nationals in Japan do not have to wait a long time to submit their residence applications at the counters of the regional immigration services offices, and to streamline the application procedures in order to facilitate and accelerate the status of residence procedures.

###### **[Specific policies]**

- Online residence application procedures will be expanded into the application for change of status of residence, application for certificate of eligibility, and application for certificate of authorized employment around the spring of 2020.

Continued consideration will be given to maintenance of a system so that the notification relating to the termination of the employment contract to be made by the organization of affiliation of foreign nationals with a status of residence of "specified skilled worker" may be sent to the Commissioner of the Immigration Services Agency online.

In addition, continued consideration will be given to the establishment of an information base to continuously manage and track information pertaining to the situation of acceptance of foreign nationals per accepting organization, and of a system for online submission of notifications to the Commissioner of the Immigration Services Agency by the accepting organization of the specified skilled workers. [Ministry of Justice] <Policy No. 142>

- The regional immigration services offices will give guidance on applications for the Individual Number Cards to all of the accepting organizations when they receive the certificate of eligibility, and overseas Japanese embassies and consulates will inform them about the acquisition of the Individual Number Cards again by checking whether visa applicants have application form for the Individual Number Cards when they apply for a visa. In addition, at the time of newly landing in Japan, the continued guidance will be given to all mid to long-term residents about their obligation to notify their places of residence at the municipal office where their place of residence is located as well as the information about acquisition of their Individual Number Cards, etc.

In addition, the regional immigration services offices will disseminate information about the applications for issuance of the Individual Number Cards to all of the mid to long-term residents when they come to the bureaus in person to apply for the extension of the period of stay or others. Also, with the municipal authorities, the model project which provides support for the applications for issuance of the Individual Number Cards will be implemented at the regional immigration services offices where particularly large numbers of mid to long-term residents come to submit their residency application. Depending on the situation of implementation, the model project will be implemented horizontal deployment upon the request of the municipal authorities.

By taking these measures, proper authorities work to promote smooth acquisition of the Individual Number Cards by mid and long-term residents. [Ministry of Justice, Ministry of Foreign Affairs, and Ministry of Internal Affairs and Communications] <Policy No. 143>

- An environment will be prepared where it will be possible to smoothly acquire the Individual Number Cards through facilitation of the acquisition of the Individual Number Cards in an integrated manner with the procedures for preparation of a residence record at the time of the preparation of a residence record of a newborn baby. The procedures to rewrite the Individual Number Cards together with the procedures for preparation of a residence record will be implemented even at the time of a foreign national moving into a ward or other administrative area.

An environment for smooth acquisition of the Individual Number Cards at the

time of the preparation of a residence record will be developed with regard to mid to long-term residents who newly land in Japan, as in the case of the above-mentioned measure. At the same time, consideration will continuously be given to integration of the residence cards and the Individual Number Cards. [Ministry of Internal Affairs and Communications, and Ministry of Justice] <Policy No. 144>

- With regard to the various applications for residence handled by the regional immigration services offices, the applications for permission for change in the status of residence and applications for extension of period of stay will be processed within a standard processing period (from two weeks to one month). In order to cope with the worsening labor shortages such as those experienced by small and medium-sized businesses, the regional immigration services offices will enforce processing within a standard processing period for residence applications and applications for registration of registered support organizations pertaining to the status of residence of “Specified Skilled Worker”, and carry out prompt processing so that specified skilled workers will be able to promptly start their work in the region. [Ministry of Justice] <Policy No. 145>
- In order to contribute to mitigation of burdens of small or medium-sized business or other businesses employing foreign nationals relating to the applications for residence, consideration will be given to simplification of the documents required for the applications for residence when accepting organizations meet certain conditions. [Ministry of Justice] <Policy No. 146>

## **(2) Strengthen residence management network**

### **[Recognition of the current situation / issues]**

In the future, since the acceptance of foreign nationals will be expanded even further and the activities of the foreign nationals are likely to become more diverse, it is important to quickly and accurately ascertain the residency and employment situation of foreign nationals and to carry out precise residence management.

Also, at present, even with the statistics of all of the ministries and agencies, it is not possible to accurately grasp to what extent foreign nationals are being accepted in which type of industry and occupation, and therefore, in order to accurately measure the effects of accepting foreign nationals, it is necessary to have a mechanism to enable them to ascertain these effects with statistics.

At the same time, the Ministry of Justice system needs to be prepared in order to carry out detailed and functional residence management.

### **[Specific policies]**

- Accurate grasp of the employment status of foreign nationals and identification of

imposter residents as a means of efficient crackdown will be promoted by utilizing the information on the Notified Foreign National Employment Status to which the residence card numbers is about to be added in March 2020.

In addition, consideration will be given to online linking of the information about foreign nationals held by the Ministry of Justice and the information on the Notified Foreign National Employment Status, in order to promote more appropriate employment management and residence management by promptly identifying cases where the information on foreign nationals held by the Ministry of Justice and the information on the Notified Foreign National Employment Status held by the Ministry of Health, Labour and Welfare do not match, and suspected cases failure of reporting the information on the Notified Foreign National Employment Status. [Ministry of Justice, and Ministry of Health, Labour and Welfare] <Policy No. 147>

- Efforts will be made to accurately grasp the employment situation of foreign nationals by industry type, occupation type, status of residence, region, etc. such as considering further reviewing the entries in the application forms for change of the status of residence and extension of period of stay, and together with the information on the notifications on the employment situation of foreign nationals, effective use of the employment statistics of foreign nationals, with seamless grasps of employment conditions of foreign nationals, would be expected. [Ministry of Justice]<Policy No. 148>
- The statistics and other surveys will continue to be reviewed so that the employment type, wages and other aspects of foreign nationals who intend to work in Japan may be ascertained. [Ministry of Health, Labour and Welfare, and Ministry of Justice] <Policy No. 149>
- The Immigration Services Agency is to be established, and in order to be able to properly carry out the work of smooth acceptance of foreign nationals and the preparation of an environment for their acceptance, a suitable human resources and physical infrastructure, including improved training for the staff and necessary upgrades to the immigration control system, will be prepared. [Ministry of Justice] <Policy No. 150>

### **(3) Accurate management of international students enrollment**

#### **[Recognition of the current situation / issues]**

While it is pointed out that there are international students who intend to work in Japan and education institutions of which enrollment management is insufficient, it is necessary to steadily materialize new response policies for ensuring enrollment

management of international students formulated in June 2019, and to secure proper management of Japanese language education institutions and improve their qualities and ensure enrollment management of international students by appropriately operating the Public Notice Criteria for the Japanese language education institutions which have been amended in August 2019.

**[Specific policies]**

- Efforts will be made, first of all, to securely and strictly administer the documents to be submitted at the time of the application for the certificate of eligibility pertaining to the status of residence of “Student” revised in 2019, and the determination by the regional immigration bureaus of the appropriateness of the Japanese language education institutions. [Ministry of Justice, and Ministry of Education, Culture, Sports, Science and Technology]<Policy No. 151>
- The amendment to the Public Notice Criteria for the Japanese language education institutions obliged the Japanese language education institutions to conduct periodical inspections of the conformity with the Public Notice Criteria and submit reports on results of inspections, and added the standards to delete the Japanese language education institutions from the public notice. The regional immigration services offices will conduct on-site inspections into the Japanese language education institutions, verify the appropriateness of reports on inspection results for conformity to the Public Notice Criteria, provide necessary guidance and, if not improved, strictly punish the relevant institution by removing it from the public notice or otherwise, thereby securing proper management of the Japanese language education institutions. In this survey, the appropriateness will be accurately judged based on the attendance rates recorded using ICT. [Ministry of Justice, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 152>
- Measures will be strengthened so that if an international student is arrested and the Japanese language education institution that he or she attended is identified, the National Police Agency will provide the Ministry of Justice and the Ministry of Foreign Affairs with information on the Japanese language education institution thereof. The Ministry of Justice will use this information in its investigation of the institution, and the Ministry of Foreign Affairs will refer to it in visa examinations. The Ministry of Foreign Affairs will provide information on Japanese language education institutions pertaining to international students who do not meet the requirements, which will have been found through the visa examination, to the Ministry of Justice and the Ministry of Justice will use the information in investigations into the Japanese language education institution. [National Police

Agency, Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 153>

- As a premise for international students to be able to find employment in Japan, ensuring the quality of the institutions of higher education and proper management of international students is required so that international students will be able to concentrate on their studies and acquire advanced expertise, skills and Japanese language competence, and properly complete the course. Therefore, each university, college of technology, and specialized training college will be asked to accurately gauge the appropriate acceptance of international students, academic grades and status of activities other than those authorized under the status of residence, and to ensure reliable enrollment management such as proper teaching. After sharing information with the Immigration Services Agency, Ministry of Education, Culture, Sports, Science and Technology and the Immigration Services Agency will collaborate to conduct investigations into actual conditions of universities and other institutions with insufficient enrollment management and provide them with guidance in order to ensure further thorough enrollment management of international students. [Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 154>
- The enrollment management of international students will be ascertained promptly and accurately and guidance will be reinforced. In addition, as a result of the guidance, as a general rule, stricter status of residence examinations such as not permitting the acceptance of international students until improvement is recognized, will be conducted for universities and other institutions that do not appropriately manage enrollment.

At the same time, sanctions will be strengthened such as measures for reduction or non-issuance of private education subsidies for universities that do not appropriately manage enrollment and publication of the names of such university or institutions. [Ministry of Justice, and Ministry of Education, Culture, Sports, Science and Technology] <Policy No. 155>
- With regard to departments for international students which specialize in Japanese language education, criteria equivalent to the public notice criteria for Japanese language education institutions will be created, and a framework will be established that only permits the acceptance of international students by departments for international students, which have received confirmation of their compliance with the criteria. In addition, a system will be established so that a status of residence will not be granted to non-degree students, etc. in the case of preparatory education where they are being prepared for entry into a university undergraduate course except in those cases based on the new criteria pertaining

to the departments for international students. [Ministry of Education, Culture, Sports, Science and Technology, and Ministry of Justice] <Policy No. 156>

- A system will be established where, in principle, as is the case with the universities, if a professional training college is discovered to be engaging in inappropriate enrollment management through the framework of collaboration with the Ministry of Education, Culture, Sports, Science and Technology, the regional immigration services offices and the prefectures, the specialized training college will not be permitted to accept international students. [Ministry of Education, Culture, Sports, Science and Technology, and Ministry of Justice] <Policy No. 157>
- As well as a mechanism to create certificates especially for submission to the regional immigration services offices in relation to the Japanese language exams for enrollment in Japanese language education institutions implemented by the various private testing organizations conducting the Japanese language exams, a system will be established with the cooperation of these testing organizations so that the testing organizations will respond to any inquiries from the regional immigration services offices and strict examinations will be conducted. [Ministry of Justice] <Policy No. 158>

#### **(4) Further optimization of Technical Intern Training Program**

##### **[Recognition of the current situation / issues]**

With regard to the Technical Intern Training Program, given that there have been problems with a poor training environment including low wages, the new program was put into place under the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees in November 2017 and renewed efforts are being made for optimization, it is necessary to deal strictly with any unfair acts taking place in the technical intern training program, while also watching over the operation of the program.

##### **[Specific policies]**

- In terms of the technical intern training program, there are still many cases of unfair acts, and therefore measures will be taken to share information on technical intern trainees in possession of the Immigration Services Agency in order to reinforce the on-site inspection capacities of the Organization for Technical Intern Training. <Reposted> [Ministry of Justice] <Policy No. 124>
- If a violation of labor-related laws and regulations such as nonpayment of wages with regard to an implementing organization is recognized by the Ministry of Justice as a result of the collection and analysis of information on the missing technical



intern trainees, the Ministry of Justice, the Ministry of Health, Labour and Welfare and the Organization for Technical Intern Training will cooperate and take such measures as proceeding further investigation, giving guidance or advice, conducting on-site inspections, and issuing improvement orders to the implementing organization or supervising organization, and in the malicious cases, will revoke permission or render other dispositions against the implementing organization or supervising organization. With regard to a suspected violation of labor-related laws and regulations, the Ministry of Justice will notify the Ministry of Health, Labour and Welfare, and it will conduct inspections based on the Labor Standards Act and other laws, and provide necessary guidance for correction to the organization, if there is a violation such as nonpayment of wages. In addition, the Ministry of Justice, the Ministry of Health, Labour and Welfare and the Organization for Technical Intern Training will provide the relevant administrative organizations with information or implement accusations where necessary, and the relevant administrative organizations will respond appropriately based on the laws and regulations. The status of such efforts will be published regularly through white papers or other means. [Ministry of Justice, Ministry of Health, Labour and Welfare, and National Police Agency] <Policy No. 159>

- As the number of missing technical intern trainees has recently been increasing as the number of technical intern trainees entering and residing in Japan is increasing, consideration will be given to take measures to further materialize and expand enhancement measures presented by the project team relating to operation of the technical intern training program in order to lower the number of missing technical intern trainees. [Ministry of Justice] <Policy No. 160>
- In order to effectively prevent the disappearances of the technical intern trainees through the establishment of rules on sanctions against the disappearance of the technical intern trainees due to improper handling on the part of the implementing organization, the relevant Ministerial Ordinance will be reviewed to the effect that the new acceptance of technical intern trainees will not be permitted for a certain period of time with regard to implementing organizations that are at fault for disappearances, which will come into effect after it is disseminated.

In addition, in order to implement an easy and accurate check as to whether the amount of remuneration for the technical intern trainees and their payments are appropriate, and through this, in order to prevent unfair acts being committed by the implementing organizations in relation to the wages, the relevant Ministerial Ordinance will be amended for stipulating that the implementing organization is required to pay remuneration to the technical intern trainees using a method where the actual payment amount can be confirmed such as a wire transfer, which will

come into effect after it is disseminated. [Ministry of Justice, Ministry of Health, Labour and Welfare, and the Organization for Technical Intern Training] <Policy No. 161>

- The technical intern training program contains problems with breaches of the labor-related laws by some implementing organizations such as long working hours and non-payment of wages, infringement of human rights, and disappearance, and the Organization for Technical Intern Training will thoroughly verify the training hours, whether the same amount of remuneration that Japanese nationals would receive for the same kind of work, and whether there is no infringement of human rights when the Organization authorizes a technical intern training project or conducts on-site inspections. In addition to those efforts, in order to protect technical intern trainees, the Organization for Technical Intern Training will consider measures to disseminate to all of individual technical intern trainees that they can change the implementing organization if there is any unavoidable cause, how they should respond when they learn of any unfair acts, and the possibilities of getting involved in crime or other incident after disappearance, as well as the Organization's consultation desk in native languages. [Ministry of Justice, Ministry of Health, Labour and Welfare, and the Organization for Technical Intern Training] <Policy No. 162>

## **(5) Strengthen measures against illegal foreign residents**

### **[Recognition of the current situation / issues]**

There are still a large number of illegal foreign residents in Japan, many of whom are considered to be engaging in illegal work, with the methods they have been using becoming more unscrupulous and sophisticated in recent years, and there are still many cases involving actors such as malicious intermediary organizations (brokers). Moreover, it has also been pointed out that although their main purpose of residing in Japan is to work, there are a number of people who are working while pretending that their purpose is to study in Japan.

In addition, the deportation procedure is so-called last bastion of the immigration control and residency management administration, the failure of which will materially affect the social order and public security of Japan. Repatriation of such illegal residents involves problems with increase of those who refuse repatriation and prolonged accommodation and it is a pressing issue to solve these problems. So it is necessary to consider securing proper administration of provisional release and an ideal form of the system, including legislative measures, based on discussions by experts. It will be necessary in the future to more strongly tackle with crackdowns and repatriations in order to eradicate illegal foreign residents and illegal work in light of the prospects for a further increase in the acceptance of foreign nationals.

**[Specific policies]**

- The Ministry of Justice will develop a crackdown system and implement a greater number of effective crackdowns by strengthening the cooperative relationships with the related organizations and promoting close and prompt information sharing. In addition, an effective and efficient crackdown will be achieved through strengthening the functions of information collection and analysis, including information pertaining to the grounds for deportation such as arrangement on illegal work sites, and the buying and selling of forged or altered residence cards on the Internet, etc.

In order to promote a crackdown on cases of illegal foreign residents and cases of imposter residents, the regional immigration services offices will work to promote an effective and efficient crackdown through the strong cooperative relationships with the relevant organizations such as the police and regional labor bureaus, the close sharing of information and reinforced analysis of the collected information. In addition, strict responses will be implemented against malicious intermediary organizations (brokers) and employers, such as proactively cracking down on intermediary organizations and employers involved in cases relating to illegal foreign residents, imposter residents, and cases of facilitating illegal work. Furthermore, publicity, awareness-raising activities and guidance will be carried out to prevent illegal work, and to promote the voluntary appearance of illegal foreign residents at the regional immigration services offices. [Ministry of Justice, National Police Agency, and Ministry of Health, Labour and Welfare] <Policy No. 163>

- To promote accurate grasp of the employment status of foreign nationals, and identification of imposter residents as a means to efficient law enforcement, by utilizing the information on the Notified Foreign National Employment Status to which the residence card numbers is about to be added in March 2020.

In addition, consideration will be given to online linking of the information about foreign nationals held by the Ministry of Justice and the information on the Notified Foreign National Employment Status, in order to promote more appropriate employment management and residence management by promptly identifying cases where the information on foreign nationals held by the Ministry of Justice and the information on the Notified Foreign National Employment Status held by the Ministry of Health, Labour and Welfare do not match, and suspected cases failure of reporting the information on the Notified Foreign National Employment Status. <Reposted> [Ministry of Justice, and Ministry of Health, Labour and Welfare] <Policy No. 147>

- In order to achieve stringent residency management for imposter residents such as international students of whose whereabouts have become unknown after their removal from enrollment or being expelled from school, as well as for missing technical intern trainees, efforts will be made to aggressively proceed with the procedures for revocation of the statuses of residence against imposter residents by improving the reliability of information on the Notified Foreign National Employment Status by linking with the residence card number, and by accelerating the speed of processing notified information by encouraging accepting organizations to which mid to long-term residents belong to use the E-Notification System, etc. [Ministry of Justice] <Policy No. 164>
- Continuous consideration will be given to effective methods to enable easy detection of forged or altered residence cards. [Ministry of Justice] <Policy No. 165>
- The regional immigration services offices will work closely with the relevant organizations to crack down on the use of forged or altered residence cards and to rigorously deal with any malicious use. In particular, efforts will be made to grasp the situation of distribution of fake residence cards through detection and crackdown on fake residence cards manufacturing sites. [Ministry of Justice and the relevant ministries and agencies] <Policy No. 166>
- With regard to foreign nationals for who, despite being served a written deportation order, resist deportation or provisional release have been granted on various grounds, in order to confirm and ascertain the compliance with the conditions of provisional release (residence in the specified place of residence or prohibition on work) and the necessity of continuing provisional release, the actual situation of residence and employment of foreign nationals who have been accorded provisional release and whether or not there are continuing grounds for provisional release will be properly and strictly monitored. As a result of the investigation, when it has been confirmed that there has been a violation of the conditions or the grounds for provisional release no longer exist, the foreign national will be detained again through revocation of the provisional release or denial of extension of the period of provisional release.  
In addition, the deportation procedure being the last bastion of the immigration control and residency management administration, dysfunction of which could have a great impact on the social order and security in Japan, given the frequent flights of foreign nationals on provisional release that result in high number of missing foreign nationals, and to effectively prevent deported foreign nationals on provisional release from fleeing, an aptitude examination into a person who should

become an endorser of a foreign national on provisional release will be carefully conducted and the amount of a deposit for granting a provisional release will be properly determined. Also, measures to deal with the issues in provisional release system will be considered, including legislative measures, based on discussions by experts in the "Expert Meeting on Detention and Deportation" newly established under the Seventh Immigration Policy Discussions Panel, a private advisory committee of the Minister of Justice. [Ministry of Justice] <Policy No. 167>

- In order to further promote deportation of foreign nationals evading deportation, various methods of deportation will be more widely utilized depending on the circumstances of the case including individual deportation, small-scale group deportation, deportation with security personnel and group deportation using a charter flight, and the efforts should be made to develop capacity for this purpose while also encouraging the utilization of the return-home support program of the International Organization for Migration (IOM), and enhancing the efforts to encourage voluntary departure of those who resist deportation. In addition, methods of effective deportation will be researched and studied, and responsive measures for those who evade deportation will be considered, including legislative measures, based on discussions for experts in the "Expert Meeting on Detention and Deportation". [Ministry of Justice] <Policy No. 168>
- There are some countries providing no cooperation on the deportation procedure; therefore, those countries refuse to issue temporary passports for return ex officio and do not accept their nationals for deportation, which makes it difficult for the Ministry of Justice to execute a written deportation order. Negotiations with those countries will be advanced by setting up a forum for high-level negotiations specializing in bilateral agreement and the deportation of foreign nationals refusing deportation to seek cooperation on picking them up. [Ministry of Justice, and Ministry of Foreign Affairs] <Policy No. 169>
- In terms of the acceptance of foreign nationals, with regard to the status of residence of "Specified Skilled Worker", since the Ministry of Justice Ordinance provides "possession of a passport issued by a foreign government or an authorized organization of the region which cooperates for smooth enforcement of written deportation order", the certificate of eligibility will not be issued to nationals of countries which do not accept the deportees originating from their own country. In addition, with regard to other statuses of residence, strict examinations will be carried out at the time of the applications for the certificates of eligibility and immigration for nationals of such countries. [Ministry of Justice] <Policy No. 170>

- In the facilities detaining foreign nationals, the treatment of foreign inmates will be enhanced by continuing to improve the system of interpretation and translation of foreign languages. [Ministry of Justice] <Policy No. 171>
  
- Based on the situation after implementing the “Further revision of the operations of the refugee recognition system”, additional countermeasures will be taken against the abuse or misuse of applications for refugee recognition status for the purpose of working and efforts will be made to promptly protect genuine refugees. [Ministry of Justice] <Policy No. 172>