

The Roles of Professionals Who Coordinate Comprehensive Support

(Report on Discussions)

April 2023

Committee on the Roles of Professionals Who Coordinate
Comprehensive Support

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Introduction

At the end of 2019, the number of foreign residents in Japan¹ stood at around 2.933 million. After a temporary decline due to the COVID-19 pandemic, the figure rose again to a record high of 2.962 million at the end of June 2022, or 201,000 more than a year earlier. That is a significant increase from the 1.219 million of over three decades ago at the end of 1991 and from 2.047 million over a decade ago at the end of 2011, and further increases are expected.

The number of foreign workers and the number of businesses that employ them stood at 486,000 persons and 77,000 establishments at the end of October 2008, when a system requiring notification of the employment status of foreign nationals was instituted and thus relevant data became publicly available. Both figures grew consistently and had more than tripled to record highs of 1.823 million persons and 299,000² establishments as of the end of October 2022 (Reference Material 1).

Over the decade following the end of 2011, the composition of foreign residents has changed considerably. Among the various nationalities, for instance, the share of Vietnamese residents in Japan rose more than tenfold from 44,000 to 476,000 persons (from 2.2 to 16.1 percent of the total). In terms of status of residence, the number of foreign residents with the status of Engineer/Specialist in Humanities/International Services almost tripled from 110,000 to 300,000, and their share increased from 5.4 to 10.1 percent of the total. Likewise, foreign residents with the status of Technical Intern Training more than doubled in number from 143,000 to 328,000 (their share rose from 7.0 to 11.1 percent of the total) (Reference Materials 2 and 3).

In response to such continuous inflows, local governments with concentrated communities of foreign residents³ began to take measures out of necessity. Since around 2006, some local governments, universities, and other institutions began to organize training programs for professionals on multicultural coexistence.^{4,5}

¹ Foreign residents refer to mid to-long-term residents and special permanent residents.

² Ministry of Health, Labour, and Welfare, Summary of the notification of the employment status of foreign nationals as of the end of October 2022

³ Foreign residents refer to mid to-long-term residents, special permanent residents, foreign nationals who have been granted landing permission for temporary refuge, foreign nationals who have been granted permission for provisional stay, and foreign nationals granted transitional stay due to birth or loss of nationality according to Article 30-45 of the Basic Resident Registration Act (Act No. 81, 1967).

⁴ Multicultural coexistence is interpreted in many different ways. For example, the Report by the Council for the Promotion of Multicultural Coexistence (Ministry of Internal Affairs and Communications (MIC), March 2006) defined the term "multicultural coexistence in communities" as "coexistence among people of different nationalities, ethnicities, and other attributes who try to build equal partnerships as local community members with mutual respect for their respective cultures."

⁵ For instance, the Aichi Prefectural Government has initiated a multicultural social worker training program in 2006. Tokyo University of Foreign Studies launched a multicultural society coordinator training program in 2008, and findings from studies conducted by the university were incorporated into a certification program offered by

In 2006, in response to emerging challenges involving education, employment, and many other needs of foreign nationals, the national government formulated the Comprehensive Measures for Foreign Nationals as Residents⁶ as part of its efforts to build a more conducive environment for foreign nationals residing in Japan so as to enable them to access public services on equal terms with those of Japanese nationals as members of society.

Later, the number of foreign residents reached a record high at the end of 2015 after two major dips, one following the financial crisis that reached a critical stage in September 2008 and the other following the Great East Japan Earthquake in March 2011. The increasing trend continued thereafter until the end of 2019.

In June 2018, against this backdrop and the labor shortage keenly felt particularly among smaller businesses, Japan has scaled up its efforts to attract foreign talent by offering a newly introduced resident status of what is today known as Specified Skilled Worker. In July 2018, the first round of the Ministerial Conference on Acceptance and Coexistence of Foreign Nationals (hereafter referred to as the "Ministerial Conference") was convened. The Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (hereafter referred to as the "Comprehensive Measures") defined in the Ministerial Conference⁷ served as a basis for setting up subsidies for preparations for an environment for the acceptance of foreign nationals. Financial assistance was initiated for building and expanding a consultation system. Since fiscal year 2018, the system has operated one-stop consulting counters⁸ set up by local governments. In fiscal year 2020, the Foreign Residents Support Center (FRESC⁹) was opened to assist foreign nationals in residing in Japan. Eight organizations¹⁰ that help foreign nationals to reside in Japan have been brought together on a single floor in the center. They respond

the Institute for Multicultural Society Professionals. Since 2010, Gunma University has implemented a multicultural community advancement officer training program (Reference Material 10).

⁶ The measures were formulated at the Liaison Committee among Ministries and Agencies on the Problems Faced by Foreign Workers on December 25, 2006. They include measures for: (1) fostering a conducive living environment for foreign nationals in local communities; (2) providing better education for the children of foreign nationals; (3) improving the working environments of foreign nationals and encouraging them to enroll in social insurance; and (4) an overhaul of the system for managing the residency of foreign nationals.

⁷ The measures defined by the Ministerial Conference on December 25, 2018 are revised annually.

⁸ The service counters respond to consultations from foreign residents in multiple languages and provide general information regarding living in Japan.

⁹ FRESC is an abbreviation of Foreign Residents Support Center.

¹⁰ Residency Support Division and Disclosure Request Office of the Immigration Services Agency; Tokyo Regional Immigration Services Bureau; Tokyo Legal Affairs Bureau, Human Rights Department; Japan Legal Support Center (Houterasu); Tokyo Labour Bureau Consultation and Support Office for Foreigners; Tokyo Employment Service Center for Foreigners; Ministry of Foreign Affairs Visa Information; and Japan External Trade Organization (JETRO)

to consultations from foreign nationals and help Japanese companies employ foreign nationals. Local governments have also been developing their own consultation systems.

In line with the Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals revised in 2020 (hereafter referred to as the "Comprehensive Measures 2020"),¹¹ the Immigration Services Agency began to study a development of professionals who coordinate comprehensive support for foreign nationals.

Next, in November 2021, following the Meeting of the Advisory Panel of Experts for Realizing a Society of Harmonious Coexistence with Foreign Nationals (hereafter referred to as the "Advisory Panel Meeting"), which was organized as part of the Ministerial Conference, the Advisory Panel Meeting submitted a proposal to the Minister of Justice as a co-chair of the Ministerial Conference. The proposal recommended that the national government conduct a discussion on training and certification schemes for coordinators of comprehensive support.

In June 2022, given this recommendation, the Ministerial Conference developed the Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (hereafter referred to as the "Roadmap"). The Roadmap set fiscal year 2026 as a milestone to provide the training needed to develop professionals capable of leading foreign nationals who are facing problems in their lives to appropriate sources of assistance as well as maintaining their expertise and raising their social status, in addition to considering how the certification system for highly specialized support professionals should be designed and arrive at a conclusion. In fiscal year 2022, the Roadmap called for consideration of the roles, abilities, etc. of Coordinators with experts, etc. to arrive at a conclusion (Reference Materials 4, 5, and 6).

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

The Roadmap outlines three visions for Japan to pursue in order to build an inclusive society in harmonious coexistence with foreign nationals. The Committee recognized that both the training of such professionals and their playing active roles as specialists are vital to turn these visions into reality. This report summarizes conclusions from the Committee's studies on the direction to take with regard to their roles, skills, training, and so forth. The Committee conducted interviews with multicultural social workers from the Kitakyushu International Association. In addition to discussion sessions, the Committee conducted 20 rounds of interviews with local governments, other relevant groups, foreign nationals, and other stakeholders. The Committee then discussed the findings from these interviews (Reference Material 17).

¹¹ Decision of the Ministerial Conference on July 14, 2020

Necessary measures should swiftly be implemented based on this report.
Obviously, measures must constantly be adjusted in accordance with the evolving circumstances foreign nationals face and the social landscape, as this report is based on the current state of affairs.

Chapter 1 Basic Concept

1 The significance of establishing training and certification schemes for Foreign National Support Coordinators

In 2017, the numbers of foreign residents and foreign workers reached record highs, and a labor shortage was keenly felt, particularly among smaller businesses. Against this backdrop, on June 15, 2018, the Japanese Cabinet approved the Basic Policy on Economic and Fiscal Management and Reform 2018. In addition to reinforced measures for productivity growth and greater recruitment of domestic labor, the policy set a course for attracting industry-ready foreign talent having a certain level of expertise or skills by offering a new resident status that is now known as Specified Skilled Worker in order for such talent to pursue employment in Japan.

Subsequently, in July 2018, since further growth in the number of foreign residents was expected, the national government recognized the need to build a more conducive environment for them to ensure that their human rights were protected and that they could work, study, and lead unfettered lives as members of Japanese society. Necessary government-wide efforts to be scaled up to build such a conducive environment included multilingual response to consultations on issues encountered in Japan and more robust Japanese language education. Such efforts should be planned and coordinated by the Ministry of Justice, which is responsible for immigration control, the residency of foreign nationals, and the protection of human rights. Accordingly, the Cabinet approved the basic policy for other relevant ministries and agencies to work more closely with one another as well as for local governments to accept foreign nationals effectively and efficiently under the leadership of the Ministry of Justice.¹²

That same day, the ministers at the meeting verbally agreed to closely coordinate with relevant administrative bodies and to organize another ministerial conference for a government-wide discussion on building a conducive environment for attracting more foreign talent having a certain level of expertise and skills as well as realizing an inclusive society in harmonious coexistence with foreign residents.¹³

At another round of the Ministerial Conference in December that same year, the Comprehensive Measures were defined to push forward initiatives for attracting foreign talent into a more inclusive society in a robust, comprehensive manner. On that basis, subsidies for preparations for an environment for the acceptance of foreign nationals were extended to aid local governments in developing and expanding their consultation systems. The Comprehensive Measures were updated annually to introduce further initiatives for developing a more conducive environment.

¹² Basic Policy on Operations for the Development of an Environment for Acceptance of Foreign Nationals (Cabinet decision on July 24, 2018)

¹³ Organization of the Ministerial Conference on Acceptance and Coexistence of Foreign Nationals (verbal agreement at a cabinet meeting on July 24, 2018)

Meanwhile, foreign residents play increasingly important roles in bolstering local economies and sustaining local communities. Community development must be pursued while making life easier for foreign nationals as valued community members. In this respect, to ensure that foreign nationals can settle into their new lives and jobs in Japan with peace of mind, adequate support must be provided to organizations and individuals that assist them in their local communities. With this in mind, in July 2020, the Comprehensive Measures 2020 included a study duly initiated by the Immigration Services Agency on measures for a development of professionals who coordinate comprehensive support for foreign nationals.

Later, the first basic survey on foreign residents conducted in September that same year revealed that a large percentage of foreign nationals who responded that they face problems in their professional, daily, or social lives did not know with whom to consult or how to obtain necessary information.¹⁴ The Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals 2021 revised in June 2021¹⁵ called for a study on measures for a development of human resources who coordinate comprehensive support for foreign nationals in reference to the findings of the Basic Survey on Foreign Residents in FY2020.

Professionals who specialize in providing consultation and support to foreign nationals were also discussed by the Advisory Panel Meeting organized to explore a more desirable inclusive society, examine the medium- to long-term issues to be addressed to build such a society together with foreign nationals, and offer opinions to the Ministerial Conference. In November that same year, the Advisory Panel Meeting submitted a proposal to the Minister of Justice, as a co-chair of the Ministerial Conference. In this proposal, the Advisory Panel Meeting recommended a study on desirable systems for addressing the challenges faced by foreign nationals, which should be conducted in coordination with relevant agencies and with a solid understanding of the various types of support being provided, while seeking expert opinions regarding a system for the certification of professionals who coordinate comprehensive support.

In response to this proposal, in June 2022, the government set out the Roadmap at the Ministerial Conference.

The Roadmap outlines three visions (hereafter referred to as the "Three Visions") for Japan to pursue toward the realization of the ideal society of harmonious coexistence with foreign nationals, namely:

- Safe and Comfortable Society

¹⁴ According to the Basic Survey on Foreign Residents in FY2020 (conducted in September 2020), the most frequent trouble encountered by respondents in their attempts to consult with public agencies was indicated by the answer "I did not know who to consult" (31.4%). Regarding trouble associated with the COVID-19 pandemic or natural disasters, the most frequent response was "I did not know where to access reliable information" (20.2% and 12.6%, respectively).

¹⁵ Determined at the Ministerial Conference on June 15, 2021.

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

○ Diverse and Vibrant society

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

○ Society that Respects Individual Dignity and Human Rights

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

The Roadmap defines four key points among the medium- to long-term issues that need to be addressed to turn these visions into reality. These four points are: (1) initiatives such as Japanese language education for smooth communication and participation in society; (2) disseminating information to foreign nationals and strengthening consultation systems for foreign nationals; (3) support for each life stage and life cycle; and (4) initiatives to establish the foundation of a society of harmonious coexistence. With respect to each point, the Roadmap defines specific measures to be addressed the next five years and a work schedule for specific policies.

The Roadmap defines the discussion of training and certification schemes for coordinators of comprehensive support as a specific measure that addresses all four key points.¹⁶ More concretely, a study must be conducted to facilitate provision of the training needed to develop professionals who can lead foreign nationals facing problems in their lives to appropriate sources of assistance (hereafter referred to as "Foreign National Support Coordinators," please note, however, that this English translation is a provisional translation and is subject to change upon closer examination) as well as maintaining their expertise and raising their social recognition level. The study also must identify a desirable certification system for professionals who provide assistance to foreign nationals.

Establishment of a system for training and certification of Foreign National Support Coordinators has been identified as an essential measure for bringing to life the Three Visions of a safe and comfortable society, a diverse and vibrant society, and a society that respects individual dignity and human rights.

Foreign National Support Coordinators are expected to provide necessary information for foreign nationals to solve problems in their lives (such problems refer to those faced in their professional, daily, or social lives) by swiftly finding out about available support services and the correct course of action as well as unleashing their potential during their steady, continuous residency in Japan. Coordinators are also expected to draw on their expertise and skills to guide foreign nationals

¹⁶ Measures 4, 30, 65, and 86 defined in the Roadmap

who are facing problems in their lives to receive proper assistance to solve them. Training and certification for such specialists to play active roles will steadily advance Japanese society towards the realization of the Three Visions.

Note that the foreign nationals to be supported by Foreign National Support Coordinators are defined as individuals who do not possess Japanese nationality as well as individuals who have roots in foreign countries regardless of their nationality.

On a related note, Foreign National Support Coordinators are tasked with supporting foreign nationals as described above. The effects of their assistance will spill over to Japanese nationals in various forms beyond the immediate benefits to foreign nationals. In this regard, the intended measure will benefit both Japanese and foreign nationals.

2 Current status of consultation and support provided to foreign nationals

(1) Efforts by national and local governments (Reference Material 7)

A. Consultation systems for foreign nationals

(a) Foreign Residents Support Center (FRESC)

In July 2020, in accordance with a Cabinet decision to reinforce the Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals,¹⁷ FRESC was established in Shinjuku, Tokyo to respond to consultations not only from individual foreign nationals but also from individuals and companies involved with them in order to address concerns related to their residency. FRESC brings together eight organizations from four ministries and agencies on a single floor to help foreign nationals with matters related to residency. These organizations provide a coordinated response to consultations related to renewal or change of status of residence, legal troubles, and other matters. FRESC also supports local governments by, for instance, responding to inquiries from local governments' one-stop consulting counters, conducting training for local government personnel, and providing relevant information.

In fiscal year 2021, FRESC responded to 90,593 consultation cases related to residency, visas, employment, human rights, and other topics.¹⁸

(b) One-stop consulting counters set up by local governments for foreign nationals

Since fiscal year 2018, the Immigration Services Agency (known as the Immigration Bureau, Ministry of Justice in fiscal year 2018) has implemented the Comprehensive Measures by

¹⁷ Decision of the Ministerial Conference on June 18, 2019

¹⁸ Current situation of consultations handled by the Foreign Residents Support Center (FRESC) [Total number of consultations handled since December 2020 by topic] (<https://www.moj.go.jp/isa/content/001351198.pdf>)

providing funding to prefectural and municipal governments to set up, expand, and operate one-stop consulting counters, among other measures. These counters have a mandate of responding to consultations from foreign residents regarding topics such as residency procedures, employment, medical care, social welfare, childbirth, childcare, and education for children as well as of providing relevant information. Funding is sourced from the subsidies for preparations for an environment for the acceptance of foreign nationals.

In fiscal year 2022, funding of 1.02 billion yen in total was approved in response to applications from local governments.¹⁹ Using the approved funding, 251 local governments across Japan set up and were operating one-stop consulting counters as of April 1 of that same fiscal year. The funding was also used to respond to a total of 522,000 consultation cases regarding all topics in fiscal year 2021. In addition to immigration formalities, the topics of these consultations have included tax affairs, medical care, social insurance, and pensions.²⁰

B. Delivery of information to facilitate life in Japan

(a) A Daily Life Support Portal for Foreign Nationals

In April 2019, a multilingual web portal was deployed as part of the Comprehensive Measures to deliver useful information to foreign residents and their supporters. The portal named A Daily Life Support Portal for Foreign Nationals²¹ also publishes Plain Japanese Guidelines for Foreign Residents Support and other relevant information for national agencies, local governments, and parties concerned.

(b) Guidebook on Living and Working

As part of the Comprehensive Measures, in coordination across ministries, the government compiled the Guidebook on Living and Working to provide essential information to foreign residents for living and working in Japan safely and comfortably. Topics include residency procedures, labor laws, social insurance, crime prevention, and traffic safety. The guidebook has been available on A Daily Life Support Portal for Foreign Nationals since April 2019. Today, the guidebook is provided in 16 foreign languages and plain Japanese.²²

¹⁹ Approved recipients and amount of funding through the subsidies for preparations for an environment for the acceptance of foreign nationals in fiscal year 2022 (as of April 1, 2022) (https://www.moj.go.jp/isa/publications/materials/nyuukokukanri02_00039.html)

²⁰ Current state of one-stop consulting counters set up by local governments with funding granted through the subsidies for preparations for an environment for the acceptance of foreign nationals in fiscal year 2021 (August 2022) (https://www.moj.go.jp/isa/publications/materials/nyuukokukanri02_00039.html)

²¹ <https://www.moj.go.jp/isa/support/portal/index.html>

²² https://www.moj.go.jp/isa/guidebook_all.html

C. Consultation systems designed for specific statuses of residence

As explained below, pursuant to the Immigration Control and Refugee Recognition Act (hereafter referred to as the "Immigration Control Act"), assistance is institutionalized for foreign nationals with certain statuses of residence in order to assist them live in Japan under the guidance of hosting organizations and other such parties by, for example, putting in place a sufficient consultation system.

(a) Specified Skilled Worker (i)

Some foreign nationals are sufficiently qualified to cope with the diverse challenges they encounter in their workplaces and local communities. Still, other foreign nationals admitted to Japan may be deemed to be highly in need of assistance for living and working in Japan. For instance, they may require response to consultations and complaints related to troubles encountered in their workplaces, life orientation for providing information on living in Japan, and information related to administrative procedures. Thus, certain kinds of assistance must be provided according to an adequate plan, namely: (1) provide advance guidance; (2) pick-up and drop-off when entering and leaving Japan; (3) support with contracts necessary to secure housing/living; (4) provide life orientation; (5) accompany for official procedures; (6) provide opportunities to learn Japanese; (7) respond to questions and complaints; (8) promote exchanges with Japanese people; (9) support change of employment (in the event of staff reductions, etc.); and (10) regular interviews and reporting to administrative agencies.²³

(b) Technical Intern Training

Each implementing organization is required to appoint a life guidance counsellor from among their full-time employees. This counsellor is tasked with guiding technical intern trainees during their time in Japan. In any supervising-organization-type²⁴ training, the supervising organization must adequately respond to consultations from technical intern trainees, provide guidance and advice to implementing organizations and technical intern trainees, and take any other necessary measures to ensure that technical intern trainees are properly trained and protected.²⁵

²³ Article 2-5, paragraph (6) of the Immigration Control Act, among others

²⁴ There are two types of training in the Technical Intern Training Program depending on the hosting organization. In supervising-organization-type training, the supervising organization (e.g., a small- or medium-sized enterprise cooperative or chamber of commerce) invites technical intern trainees to undergo technical training conducted by affiliated companies or similar entities. In individual-enterprise-type training, Japanese companies or other entities invite personnel of local companies, joint venture partners, and/or other business partners that operate in foreign countries.

²⁵ Act on Proper Technical Intern Training and Protection of Technical Intern Trainees (hereafter referred to as the "Technical Intern Training Act"), Article 9, item (vi) (Article 12, paragraph (1), item (iii), the Regulation for Enforcement of the Technical

The Organization for Technical Intern Training responds to consultations from technical intern trainees in their native languages by phone, email, and post.²⁶

(c) Student

International students invited to Japan by Japanese language education institutions, etc. represent a wealth of cultures and lifestyles depending on their country or region of origin and religion. Each host institution must appoint full-time staff tasked with offering adequate advice for international students regarding living and studying in Japan so that such students can focus on their studies.²⁷

(2) Survey results of foreign residents

(Reference Materials 8 and 9)

A. Survey results of foreign residents

Since fiscal year 2020, the Immigration Services Agency has conducted basic surveys on foreign residents in order to accurately understand the circumstances that foreign residents face and the challenges they encounter in their professional, daily, and social lives, as well as to better plan inclusive measures for foreign nationals. The Basic Survey on Foreign Residents in FY2021 was conducted from February to March 2022.²⁸

According to the survey, with respect to consulting counters, the most frequently voiced issues when consulting public institutions (national, prefectural, or municipal government) was indicated by the statement "I did not know who to consult" (31.5%). The second most frequent response was "I had to take time off from work or school, etc. to make a consultation" (23.4%). Other notable responses were "I was sent around multiple departments before I could reach the right one" (7.9%) and "The person in charge had little expert knowledge" (4.6%).

Likewise, in relation to challenges involving childcare, 13.3% of foreign residents whose children age six or younger live in Japan responded "I don't know any place where I can talk about my worries concerning child education and child-raising, and I don't know anyone whom I can talk with about such worries." Some also responded "I did not know who to consult" when asked about issues when receiving medical care at hospitals, pregnancy and childbirth issues, or disaster issues (8.0%, 4.9%, and 7.6%, respectively). With regard to issues with pension and long-term care insurance, the most

Intern Training Act), Article 39, paragraph (3) (Article 52, item (xiv) of the Regulation for Enforcement of the Technical Intern Training Act), among others

²⁶ Article 87, item (ii) of the Technical Intern Training Act

²⁷ Article 1, paragraph (1), item (xvi) of the Guideline on the Public Notice for the Japanese Language Institutions, among others

²⁸ Valid responses were obtained from 7,982 respondents among 40,000 surveyed foreign residents (mid to long-term residents and special permanent residents) aged 18 and over.

frequent response was "I don't understand the system in detail" (42.9% and 42.1%, respectively).

Asked about their desired support, the greatest portion of respondents selected "appropriate advice about where to consult" (48.0%) among options such as "carefully listening to what you are saying while providing consultation" (25.2%), "one-stop service for consultation" (23.3%), and the "existence of consultation services at the agency or organization to which you belong" (14.4%).

In another survey conducted by a local government, asked whether they had experienced any trouble at ward offices or other administrative agencies, some responded that they did not know how to carry out the formal procedures or that the staff member at the service counter did not provide an adequate explanation to clear up their doubts.²⁹

B. Findings from the survey conducted with local governments

In July 2021, the Immigration Services Agency conducted a survey of local governments' efforts related to harmonious coexistence measures.³⁰

In the survey, 67 percent of surveyed local governments responded that they have set up a consulting counter.

Unfortunately, many local governments, including those without any consulting counters, face difficulties involving securing and training consulting staff members. In fact, the most frequently mentioned problem related to consulting counters was understaffing (51%) followed by underfunding (38%) and lack of expertise (25%).

Likewise, the most frequently mentioned problem related to personnel for supporting foreign nationals was understaffing (54%) followed by inexperience (45%) and underfunding (42%), indicating that many local governments have difficulty training and securing human resources to provide support.

(3) Consultations involving complex, multi-layered issues

Available consultation services for foreign nationals vary considerably depending on their statuses of residence. In many cases, specialized knowledge is required to respond to consultations from

²⁹ The city government of Yokohama conducted an attitude survey of foreign nationals in 2019. The findings were compiled in the city government's report published in March 2020. According to the report, asked whether they had experienced any trouble at ward offices or other administrative agencies, some responded that they did not know how to carry out the formal procedures (17.7%) or that the staff member at the counter did not provide an adequate explanation to clear up their doubts (6.7%).

³⁰ The findings are based on valid responses from 245 out of 308 targeted sub-national governments (47 prefectural governments and 261 municipal governments). The targets other than the prefectural governments were extracted from the governments of the top 150 municipalities with the greatest number of foreign residents or the top 150 municipalities with the greatest percentage of foreign residents according to the Surveys of Population, Population Change and the Number of Households based on the Basic Resident Registration as of January 1, 2020 conducted by the Ministry of Internal Affairs and Communications (MIC), or those of core cities.

foreign nationals based on an accurate understanding of their issues and statuses of residence.

In addition, consultations cover a wide range of issues including immigration formalities, employment, labor affairs, social insurance, pensions, tax affairs, medical care, childbirth, childcare, education, Japanese language studies, disaster prevention, natural disasters, housing, marital and other statuses, transportation, driving licenses, interpretation, translation, and more.³¹ Responding to such wide-ranging consultations requires knowledge of institutional arrangements. To explain institutional arrangements in Japan understandably, counsellors must know whether any similar arrangements are in place in foreign nationals' home countries, not to mention their cultures and customs.

Some foreign nationals may suffer from complex, multi-layered problems involving, for instance, dire poverty, non-attendance of school, domestic violence, divorce, or discrimination. Such foreign nationals must be swiftly and properly referred to experts who can offer the necessary support to resolve their problems.

3 Challenges in connecting foreign residents to an appropriate source of assistance and necessary measures (Reference Material 11)

As mentioned in the Comprehensive Measures 2020, in coping with Japan's shrinking and aging population, foreign residents play increasingly important roles in bolstering local economies and sustaining local communities. Community development must be pursued while making life easier for foreign nationals regardless of their nationalities and other attributes.

Unfortunately, as mentioned in Section 2, despite consultation systems being put in place, some foreign nationals who face problems in their lives still cannot reach the consulting counters or access information on the support they need. Worse still, some cannot receive adequate support from the consulting counters that they have managed to reach.

Against this backdrop, the challenges underlying this situation have been sorted out as follows along with necessary actions to address them.

(1) Shortage of qualified staff

Training professionals about multicultural coexistence has already been attempted both in the public and private sectors. However, progress in such training was outpaced by the surge in the number of foreign residents who increasingly need support to address complex, multi-layered issues, which few professionals are ready to handle.

Independent attempts to train such professionals have been hampered by a lack of know-how. Few Japanese nationals know what kind of knowledge, skills, and experience are needed, or how best to acquire them.

³¹ Refer to the materials listed in Footnote 20.

To cope with this challenge, it is necessary to conduct training to foster professionals who can handle complex, multi-layered issues.

Another factor compounds the problem. Consulting support for foreign nationals requires specialized knowledge and professional skills that can be cultivated through years of practical experience. The highly specialized and unique nature of this profession is not sufficiently recognized or understood in Japanese society. Many such professionals are employed for fixed terms. They are belittled by society and treated as being of lower status in their workplaces. As a consequence, their professional development is stifled.

To address this problem, a national certification system should be implemented for such professionals in order to properly evaluate their expertise and to help them earn the respect of society.

Beyond the immediate future, it is necessary to explore remedial measures for certified professionals to ensure that they receive proper recognition and working conditions befitting of their expertise.³²

(2) Difficulty finding qualified personnel

At present, there is not even a system for certifying the expertise and skills needed to respond to consultations from foreign nationals who face problems in their lives and to support them. Naturally, both troubled foreign nationals looking for advisors as well as the operators of consulting counters that would like to recruit and deploy qualified professionals cannot find anyone sufficiently specialized to handle the complex, multi-layered issues faced by foreign nationals.

The first step to addressing this problem is to implement the national certification system for such professionals described in Subsection (1). On top of that, certified professionals should be assigned a common title so that they become more visible and earn the recognition and trust of society as people become familiar with the certification system and the standardized professional title.

(3) Poor access to necessary information on living in Japan

Not a few problems faced by foreign nationals in their lives could have been prevented were adequate information on institutional arrangements and procedures available, or such problems could have been resolved before they escalated into serious trouble were the foreign nationals able to have a timely consultation at a consulting counter soon after the problems arose.³³

For this reason, the latest accurate information should be provided to foreign nationals soon after their entry to Japan so that they can

³² This challenge lies beyond the scope of the Committee's mandate to discuss the expected roles, skills, and training of professionals who coordinate comprehensive support for foreign nationals. It should therefore be discussed from fiscal year 2023 onward.

³³ For instance, in the sixth round of the hearings with the relevant parties on December 16, 2022, someone commented that little-known consulting counters should be made familiar to foreign nationals because more than a few of them leave Japan after much distress without knowing with whom they could have consulted (Reference Material 17).

understand the institutional arrangements and procedures for starting a new life in Japan as well as with whom they should consult when they face problems. Relevant information is provided, for instance, by hosting organizations and local governments through life orientation.

Still, many foreign nationals have not received any such life orientation.³⁴ The information provided is inadequately backed by specialized knowledge to outline the institutional arrangements in Japan and to explain the differences with those of the institutional arrangements in foreign nationals' home countries. As a result, many foreign nationals face problems living in Japan.³⁵

To address this situation, in addition to conducting life orientation soon after entry to Japan, accurate information backed by specialized knowledge should be sufficiently provided at gatherings of foreign nationals and on other occasions in order to help them avoid problems living in Japan as well as to facilitate swiftly finding a proper counsellor should any problem arise.

Such informational support could be provided not only by professionals themselves in person but also through their provision of guidance and advice to the persons in charge of life orientation. However, this alone is not enough to adequately provide necessary information in a timely manner to foreign nationals. Under the Roadmap, local governments should provide more robust informational support, while the Immigration Services Agency should duly produce and make effective use of a life orientation video.

(4) Shortage of sources of assistance

In some communities, foreign nationals who face problems in their lives cannot be referred to appropriate sources of assistance. This is either because there are no such partners there, or they or their counsellors and supporters cannot identify the potential partners who are there.³⁶

To address this problem, trusted professionals with common purposes, roles, values, and ethics must engage in extensive partnerships that go beyond their local communities (e.g., trust-based information exchanges on potential partners as well as effective use of

³⁴ In the Basic Survey on Foreign Residents in FY2021, 50.4 percent of foreign nationals responded that they have not received any orientation to obtain necessary information on living in Japan. Although 35.6 percent of foreign nationals surveyed responded that they had received an orientation, only 16.6 percent responded that they had heard about multilingual consulting counters during that orientation.

³⁵ For instance, in the eleventh round of the hearings with the relevant parties on January 25, 2023, someone commented that community members do provide answers to questions by foreign nationals, but some answers are based only on the experience of the person responding rather than accurate knowledge, which suggests that foreign nationals may be being misinformed (Reference Material 17).

³⁶ For instance, in the fifth round of the hearings with the relevant parties on November 22, 2022, someone commented that foreign nationals for whom no medical interpreters are available at their city hospitals are sometimes referred to other groups identified through a nationwide search (Reference Material 17).

information and communication technologies or the like to secure support from or cooperation with partners beyond the local community), and forge more extensive partnerships as well as build up networks within their communities.

In addition, issues of missing partners in communities and other challenges identified through personal assistance should be reported to the national government and the relevant community in order to explore measures for building a more receptive environment for foreign nationals.

(5) Necessary actions for establishing a training and certification system

Based on the reasoning in Subsections (1) through (4), a training and certification system shall be established for Foreign National Support Coordinators to implement the following four actions (hereafter referred to as the "Four Actions"):

- (1) Training for support professionals;
- (2) Certification system for support professionals;
- (3) Appropriate provision of information by support professionals;
and
- (4) Increase in the number of sources of assistance by support professionals (including cross-regional cooperation).

Meanwhile, the following and other studies lie beyond the scope of the Committee, so they shall be considered and implemented from fiscal year 2023 onward:³⁷

- Studies to explore remedial measures for certified professionals to receive proper recognition and working conditions befitting of their expertise; and
- Discuss how to share challenges identified through individual support, including shortages of local sources of assistance, with the national government and local governments, in order to improve the environment for accepting foreign nationals.

4 Ideal Foreign National Support Coordinators

Based on the reasoning in Sections 1 through 3 above, professionals are expected to guide foreign nationals through the problems they face in their lives towards solutions, properly respond to their consultations, and ensure that accurate information is properly provided to them on appropriate occasions. In this manner, professionals should help foreign nationals avoid problems and, should any problems arise, swiftly find an appropriate counsellor.

Accordingly, Foreign National Support Coordinators having the following profile should be fostered and certified.

This initial definition should be revised as necessary in consideration of the future circumstances faced by foreign nationals.

³⁷ Refer to Sections 3 and 6 in Chapter 3 of this document.

[Ideal Foreign National Support Coordinators]

Individuals who can perform the tasks described in (1) and (2) below based on their expertise in Japan's laws and systems³⁸ and support services available to foreign residents as well as consulting support skills.³⁹

- (1) Foreign National Support Coordinators build relationships of mutual trust with foreign residents who seek help for complicated, multifaceted problems in their lives, understand their problems, draw up suitable support plans, give necessary advice, contact sources of assistance, coordinate assistance efforts with such sources of assistance, and help foreign residents solve their problems with their consent. If other support staff members are available, Foreign National Support Coordinators provide them with necessary advice and guidance regarding complicated, multifaceted cases for which such other members are responsible.
- (2) Foreign National Support Coordinators prevent foreign residents from facing problems in their lives in Japan. To enable foreign residents to smoothly reach out to the proper place when in need, these coordinators help them understand the gist of support systems and procedures in Japan as well as the differences from those of their home countries by giving advice and guidance directly or through support providers during daily life orientations and other programs. In addition, these coordinators provide foreign residents with information on where they can seek help when in need.

³⁸ The phrase "and other subjects" also refers to the institutional arrangements of other countries.

³⁹ Deployment of Foreign National Support Coordinators is intended to, for instance, national and local governments, as well as hosting organizations of foreign nationals.

Chapter 2 Roles, skills, and training of Foreign National Support Coordinators

1 Roles of Foreign National Support Coordinators (Reference Material 12)

(1) Roles to fulfill and roles expected

Foreign National Support Coordinators must perform two kinds of roles, namely providing personal assistance to foreign nationals (roles to fulfill) as well as making a professional contribution to building a more receptive environment for foreign nationals (roles expected).

Roles to fulfill refer to the essential role of Foreign National Support Coordinators as professionals providing personal assistance to foreign nationals. Such assistance is divided into consulting support and preventive support as described in the ideal Foreign National Support Coordinators (refer to Section 4 in Chapter 1).

The roles expected refer to the fulfillment of social expectations to aid in building a more receptive environment for foreign nationals based on one's professional insights informed by the challenges identified through individual support.

As explained in Subsection (4) "Shortage of sources of assistance" in Section 3 of Chapter 1 and elsewhere, personal assistance alone cannot solve all problems. Still, Foreign National Support Coordinators who provide personal assistance can assess conditions faced by troubled foreign nationals, their challenges, associated factors, and so forth. Naturally, as professionals trained and certified through a national system, they must live up to expectations to apply their insights to building a more receptive environment for foreign nationals.

(2) Roles to fulfill

A. Consulting support

Consulting support corresponds to the first assignment described in the ideal Foreign National Support Coordinators.

More specifically, the term refers to the performance of tasks a. through d. below as a Foreign National Support Coordinator at one's department that is providing support (hereafter referred to as "one's assigned post") to refer foreign nationals who seek consultation to partners (administrative agencies, specialized institutions, support groups, experts (those who can provide appropriate supports to foreign nationals facing problems in their lives), or various service providers) in the most efficient way in order to guide them to solutions.

a. Perform the following steps (1) through (4) in response to consultations from foreign nationals while drawing on one's professional knowledge, experience, and skills.

- (1) Accurate assessment of consultations involving complex, multi-layered issues
- (2) Formulation of cross-cutting plans to offer assistance that specify the order in which problems should be resolved
- (3) Consideration and selection of appropriate partners

- (4) (If other personnel are available to respond to consultations) Provision of guidance and advice on complex, multi-layered issues to be handled by other personnel tasked with responding to consultations (*)
- * Instruct personnel tasked with responding to consultations about how to serve as a contact point.
- b. Communicate and coordinate with partners, and hand over consultations to them.
- c. Guide foreign nationals who seek consultation to solutions⁴⁰ by presenting a plan for receiving available support and collaborating with partners.
- d. Collect outcomes from consultations handed over to partners, accumulate them as part of one's know-how, and share such know-how and other relevant information with other Foreign National Support Coordinators.

B. Preventive support

Preventive support corresponds to the second assignment described in the ideal Foreign National Support Coordinators.

More specifically, the term refers to the performance of tasks a. or b. by each Foreign National Support Coordinator in response to the problems faced by foreign nationals in their daily lives and assessed through consulting support while drawing on one's own expertise with the following aims: to help foreign nationals avoid such problems by outlining institutional arrangements in Japan, and informing them of the differences with institutional arrangements of their native countries and other matters that require attention; and to swiftly find the appropriate counsellors should any problems arise by informing them of with whom they should consult in such circumstances and providing them with other relevant information.

- a. Provide information in person as a Foreign National Support Coordinator or through orientations or similar events for foreign nationals (hereafter referred to as "orientations or the like") conducted by one's assigned post as described below, including orientations or the like organized by third parties that have received guidance and advice from the coordinator based on one's own expertise.
- Explanation of the basic rules for living in Japan through videos, guidebooks, and the like (including the presentation of personalized plans tailored to individual needs)
 - Introduction of consulting counters to contact in case of trouble (by tapping into partnerships with specialized institutions or the like, or support networks in one's assigned area)
- b. Provide the same information as described in a. as a Foreign National Support Coordinator in orientations or the like

⁴⁰ Under such guidance, foreign nationals are welcome to autonomously solve their own problems by making independent choices.

conducted by external institutions or the like (including orientations or the like organized after guidance and advice from the coordinator based on one's own expertise)

(3) Foundation for smoothly connecting foreign residents to appropriate sources of assistance

Foreign National Support Coordinators must forge more organic partnerships with partners and expand such partnerships in response to consultation needs to duly offer consulting and preventive support to foreign nationals and to swiftly connect them with appropriate partners.

For this reason, Foreign National Support Coordinators must make the following efforts A. and B. to promote mutual understanding with sources of assistance and increase sources of assistance based on support needs.

These efforts lay the foundation that enables Foreign National Support Coordinators to fulfill their duties of providing consulting support and preventive support.

A. Establish and maintain partnerships of mutual understanding with partners based on an accurate assessment of their functions, structures, and relevant institutional arrangements, and ensure partners have an understanding of the functions and structures of the department that is providing support.

B. Forge partnerships with new partners in response to current and future consultation needs, and continuously provide adequate consulting support.

(4) Roles expected: Cooperate to improve the environment for acceptance foreign nationals by sharing challenges identified through individual support

In addition to the specialized knowledge and skills they obtain as professionals, Foreign National Support Coordinators develop a comprehensive grasp of the realities, challenges, problems, institutional shortcomings, and the like faced by foreign nationals in their assigned communities by responding to consultations, providing information to prevent problems, and providing personal assistance. Such insights of Foreign National Support Coordinators should be applied to make institutional and other improvements, in addition to helping them provide personal assistance as part of their roles to fulfill.

Though their professional role cannot be taken for granted, Foreign National Support Coordinators should live up to society's expectations to aid in developing the environment for acceptance of foreign nationals.

Accordingly, Foreign National Support Coordinators should assume the roles expected to aid in building the environment for acceptance of foreign nationals by, for instance, sharing their understandings of challenges that they have obtained through individual support.

Foreign National Support Coordinators could help to facilitate institutional reforms by the national government or local governments by, for instance, presenting challenges (such as problems faced by local

foreign residents and shortages of sources of assistance) that they have identified through individual support, providing relevant information for understanding the actual situation, and proposing remedial measures. In this manner, they can help fulfill the expectation of building the environment for acceptance of foreign nationals.

(5) Deployment of Foreign National Support Coordinators

To achieve goals and plans, appropriate personnel must be deployed to appropriate posts. The assigned roles and assigned posts of deployed personnel are closely related factors that determine whether goals and other objectives are achieved.

Accordingly, the assigned posts of Foreign National Support Coordinators must be considered in addition to their assigned roles.

Since Foreign National Support Coordinators can fulfill the roles described in the preceding Subsections (1) through (4) as well as guide foreign nationals facing problems towards solutions by referring them to appropriate sources of assistance, their deployment should prioritize institutions and other posts that respond to consultations from foreign nationals or which assist foreign nationals in living in Japan. Bearing in mind what was explained in A. of Subsection (2), Section 2 in Chapter 1, Foreign National Support Coordinators should also be deployed to institutions that are easily accessible to foreign nationals who work or study in Japan.

For this reason, it is advisable to deploy Foreign National Support Coordinators to national and local governments, places where foreign nationals work or study, and other hosting organizations.

National and local governments operate consulting counters intended for all foreign nationals. Such counters should be given priority. Among these, it is advisable to deploy Foreign National Support Coordinators to one-stop consulting counters operated by local governments as well as FRESC and Immigration Information Centers, which respond to a wide range of consultations from foreign nationals. These counters are widely known among foreign nationals, are visited by many foreign nationals, and have become a place foreign nationals can depend on.

Meanwhile, it is unrealistic to deploy Foreign National Support Coordinators to every hosting organization and similar institution because the number of such business establishments alone amounted to 299,000 at the end of October 2022. It is not clear that there is a need to be so extensive, either. Hence, it is reasonable to deploy Foreign National Support Coordinators according to priority and to observe their performance in practice before gradually scaling up their deployment as necessary.

More specifically, the concept is that deployment of Foreign National Support Coordinators should first be considered with hosting organizations and the like that are mandated by institutional arrangements on residency status to provide support to foreign

nationals having the status of Specified Skilled Worker (i), Technical Intern Training, or Student.⁴¹

2 Skills and mindset expected of Foreign National Support Coordinators (Reference Material 13)

(1) Abilities required of Foreign National Support Coordinators (four abilities)

The following four skills are expected of Foreign National Support Coordinators in order for them to fulfill the roles assigned in the preceding Section 1:

- (1) The ability to accurately understand the status of residence of foreign residents;
- (2) The ability to understand different cultures and values;
- (3) The ability to help foreign residents adequately solve their complicated, multifaceted problems; and
- (4) The ability to connect foreign residents to appropriate sources of assistance.

A. Ability to accurately understand the status of residence of foreign residents

The services that foreign nationals can access differ greatly depending on their status of residency. Referring foreign nationals to a partner that once assisted other foreign nationals may not resolve their problems and can even complicate matters because assistance may be unavailable to foreign nationals having a certain status. Each foreign national who seeks consultation should be referred to an appropriate partner based on an accurate assessment of said foreign national's status of residency.

For this reason, Foreign National Support Coordinators must be able to accurately understand the status of residence of foreign residents based on solid knowledge of the laws and regulations related to immigration control and other institutional arrangements that govern the entry, exit, and residency of foreign nationals.

B. Ability to understand different cultures and values

Foreign nationals have been raised with different cultures, customs, values, mother tongues, and social systems. To adequately respond to their needs, such differences must be recognized.

For this reason, among various knowledge of foreign cultures, social customs, and values, Foreign National Support Coordinators must be familiar with cross-cultural understanding and demonstrate an ability to understand different cultures and values.

C. Ability to help foreign residents adequately solve their complicated, multifaceted problems

In order to guide foreign nationals facing complex, multi-layered problems in their lives towards appropriate solutions, Foreign

⁴¹ Refer to Footnotes 23 and 25 through 27.

National Support Coordinators must be able to do the following: accurately assess the complex, multi-layered problems faced by foreign nationals who seek consultation based on relationships of trust with them; accurately assess foreign nationals' circumstances; formulate appropriate plans for offering assistance from a cross-cutting perspective; offer appropriate advice; and communicate and coordinate with partners.

For this reason, Foreign National Support Coordinators must be able to help foreign residents adequately solve their complicated, multifaceted problems by acquiring, for instance:

- Knowledge and skills for responding to consultations by building relationships of trust with foreign nationals who seek consultation and accurately assessing their problems;
- Knowledge and skills for accurately assessing complex, multi-layered issues raised in consultations by carrying out the consultation support process properly, and analyzing the problems faced by foreign nationals in their daily lives as well as the backgrounds of foreign nationals (e.g., matters pertaining to children, women, the elderly, and workers);
- Knowledge and skills for formulating appropriate plans for offering assistance, offering appropriate advice, and communicating and coordinating with partners related to the code of conduct (values and ethics) of Foreign National Support Coordinators, self-understanding and understanding of others by Foreign National Support Coordinators, and formulation of plans for offering assistance; and
- Knowledge and skills for providing guidance and advice on complex, multi-layered issues handled by other personnel tasked with responding to consultations.

D. Ability to connect foreign residents to appropriate sources of assistance

Achieving mutual understanding with partners is vital to ensure that foreign nationals who seek consultation can receive adequate support from such partners in accordance with the plans for offering assistance. Foreign National Support Coordinators must forge relationships with relevant agencies and partner with them based on an accurate understanding of the roles played by partner agencies in various areas and the relevant institutional arrangements that govern them in Japan.

For this reason, Foreign National Support Coordinators must be able to connect foreign residents to appropriate sources of assistance by acquiring:

- An understanding of the roles of the relevant agencies in each area as well as knowledge of Japanese laws, regulations, and institutional arrangements concerning residency and employment of foreign residents that relates to either the purpose, legal basis, and roles of nationally established agencies or the like or

to Japanese laws, regulations, and institutional arrangements concerning residency and employment of foreign nationals in Japan or similar institutional arrangements in other countries;

- Skills for forging relationships with relevant agencies and partnering with them.

(2) Mindset expected of Foreign National Support Coordinators

As a general rule, fulfillment of the duties of any occupation requires a proper attitude, mindset, and key competences that are expected of such occupation.

The same applies to Foreign National Support Coordinators. As professionals who provide consulting support and other forms of assistance in person, aside from the aforementioned skills, they must maintain an attitude of serving foreign nationals who have problems in their lives in Japan with respect for foreign nationals' dignity and human rights, and must practice empathy and patience no matter the circumstances by carefully listening to their concerns and putting themselves in foreign nationals' places.

3 Training for Foreign National Support Coordinators

(1) Key considerations

As explained in the preceding Section 2, Foreign National Support Coordinators must provide consulting and preventive support professionally to foreign nationals who reside and engage in activities in Japan. Their tasks are challenging because assistance must be adjusted according to foreign nationals' statuses of residency as well as the different cultures, customs, values, mother tongues, and institutional frameworks that foreign nationals were raised with. Foreign National Support Coordinators are therefore expected to apply their expertise and practical skills to provide consulting support and to lead foreign nationals facing complex, multi-layered problems towards solutions, while pursuing their goals and following the code of conduct (values and ethics).

In other words, in consideration of the nature of Foreign National Support Coordinators' assignments, necessary specialized knowledge and skills cannot simply be acquired all at once. These must be honed alongside practical skills through years of experience before Foreign National Support Coordinators can establish themselves as specialized professionals.

Foreign National Support Coordinators must be trained with these points in mind.

(2) Training method

As emphasized in the preceding Subsection (1), Foreign National Support Coordinators must apply their specialized knowledge and skills in practice; such knowledge and skills cannot be developed by classroom lectures alone.

Professionals are usually produced through training or a national qualification system. Bearing in mind what was emphasized in the

preceding Subsection (1), training that involves practical exercises, case studies, and similar programming remains essential for Foreign National Support Coordinators even if a national qualification system is to be introduced.

A logical approach is to foster Foreign National Support Coordinators through a training program and to recognize their expertise upon completion of the program or through a national qualification system. In the immediate future, it is difficult to introduce a national qualification system when coordinators who offer consulting support are not deployed in a unified manner at present.

Thus, it is more appropriate to foster Foreign National Support Coordinators through a training program and to certify them upon completion of said program.

Still, as mentioned earlier, practical exercises, case studies, and similar programming will be a vital part of the necessary training program. It would take an enormous amount of time and money to produce professionals with established expertise through a training program alone. Meanwhile, as the recent surge in the number of foreign residents is expected to continue, Foreign National Support Coordinators must be fostered as quickly as possible.

Against this backdrop, a training program (hereafter referred to as the "training program") shall be initiated in order to foster Foreign National Support Coordinators. Individuals who complete the training program (hereafter referred to as "graduates") shall be certified for their ability to perform basic tasks as Foreign National Support Coordinators.

In other words, the development of professionals is sought to foster Foreign National Support Coordinators who can perform basic tasks because it is admittedly difficult to immediately produce professionals with established expertise. It is appropriate to foster professionals with established expertise over the medium- to long-term from fiscal year 2023 with an eye towards introducing a national qualification system later.

(3) Training and certification of Foreign National Support Coordinators through a training program

A. Purpose

Professionals should be fostered so that they understand the roles of Foreign National Support Coordinators as well as acquire and apply the foundational set of specialized knowledge and skills to be certified and perform their basic tasks as Foreign National Support Coordinators.

Training and national certification serve to raise the visibility of Foreign National Support Coordinators, recognition for their expertise, and society's trust in them. By enabling Foreign National Support Coordinators to provide accurate and sufficient information, the four actions are implemented in response to the challenges presented in Section 3 of Chapter 1, namely: (1) training for support

professionals; (2) certification system for support professionals; (3) appropriate provision of information by support professionals; and (4) increase in the number of sources of assistance by support professionals (including cross-regional cooperation).⁴²

B. Planned commencement

As mentioned in the preceding Subsection (2), the recent increase in the number of foreign residents is expected to continue. As described in Subsection (2) of Section 2 and Section 3 in Chapter 1, a wide range of challenges must be addressed to respond to consultations from foreign nationals today. To foster Foreign National Support Coordinators as quickly as possible, a curriculum for the training program is to be considered during fiscal year 2023 in line with the Roadmap in preparation for commencement during fiscal year 2024.

C. Intended targets

The training program to commence in fiscal year 2024 will initially target personnel currently engaged in assignments to respond to consultations in person or engaged in providing guidance and advice to other personnel tasked with responding to consultations whose practical experience⁴³ from such assignments at consulting counters for foreign nationals operated by the national government, local governments, or other organizations mandated by either of the former two over a certain period⁴⁴ (with respect only to the provision of consulting support to foreign nationals) can be objectively verified.

Additional targets for the training program will be considered while observing, for instance, the progress of the program and the performance of graduates as Foreign National Support Coordinators.⁴⁵

D. Certification

In recognition of program completion, certificates shall be issued to graduates to qualify them as Foreign National Support Coordinators.⁴⁶

⁴² As explained in Subsections (3) and (5) of Section 3 in Chapter 1, not all challenges can be addressed through training and certification of Foreign National Support Coordinators. Challenges beyond the scope of the Committee are to be examined and addressed from fiscal year 2023 onward (refer to Chapter 3 below).

⁴³ One year or more of full-time service or a comparable number of hours (to be determined during fiscal year 2023 in consideration of the requirement of 8 hours multiplied by the number of working days in a fiscal year) is expected.

⁴⁴ Practical experience is not required for Foreign National Support Coordinators whose mastery of a certain level of knowledge and skills for providing consulting support can be objectively verified by a national qualification.

⁴⁵ At this time, they may include personnel who provide consulting support in hosting organizations and non-governmental organizations as well as personnel who respond to consultations from those who are not foreign nationals.

⁴⁶ The issuance and awarding of a digital badge may be considered in the future depending on the performance of graduates in order to enable them to electronically

Completion of refresher training shall be required for certificate renewal (expected to be once every three years) to maintain and enhance their levels of expertise.

E. Process and curriculum
(Reference Materials 14 and 15)

(a) Overall process

Foreign National Support Coordinators shall be fostered through a combination of self-study, practical exercises, and group training (in-person) so that they deepen an understanding of their roles, acquire the necessary foundational set of specialized knowledge and skills, and become able to perform basic tasks by applying the specialized knowledge and skills that they acquire through practical exercises and case studies.

Each round of the training program shall last no longer than half a year so as not to overburden the intended trainees, all of whom already provide consultation and support. Knowledge of laws, regulations, and institutional arrangements as well as other knowledge and skills expected to be required for Foreign National Support Coordinators shall be acquired online to the extent possible.

Keeping these points in mind, the training program shall be conducted using the overall process presented in Reference Material 14.

(b) Training program 1 (online training)

a. Lectures for acquiring basic knowledge and skills

Lectures are conducted for trainees so that they come to understand the significance of Foreign National Support Coordinators and acquire the necessary basic knowledge and skills presented in Subsection (1), Section 2 of Chapter 2.

Regarding the methods for providing guidance and advice, the training program is only designed to facilitate acquisition of the relevant knowledge because such guidance and advice (supervision or the like) cannot be provided without any practical experience as a Foreign National Support Coordinator.

To ease the burden on trainees who must also fulfill their professional duties, the total number of lecture hours shall be around 60 hours⁴⁷ as a reasonable amount of time for acquiring the basic knowledge and skills expected of Foreign National Support Coordinators. Within two months, trainees shall be required to attend all lectures accessible on demand (lecturers shall respond to questions by email or similar means) and take the review test described below.

Keeping in mind what was explained earlier, Reference Material 15 presents the breakdown of training program 1 as

prove that they have completed the training program by presenting the badge on websites, in email, and elsewhere.

⁴⁷ Working professionals at night college can attend lectures for roughly 60 hours per month (3 hours (2 classes per day) for 20 lecture days per month).

considered by the Committee for acquiring the necessary knowledge and skills in 64 hours.

Trainees who can objectively be verified to have acquired sufficient knowledge and skills to provide consultation and support as Foreign National Support Coordinators on the basis of national qualifications⁴⁸ should advisably be exempted from, for instance, part of the subjects covered by training program 1, depending on the relevant qualification.

b. Review test

A comprehension test shall be conducted at the end of each lecture. A review test shall then be conducted after all lectures have been attended. Only those who pass the test can proceed to practical exercises.

The review test can be taken as many times as necessary within the two-month period defined in the preceding Item a. because this curriculum is intended to ensure the necessary knowledge and skills have been acquired.

c. Assignments for practical exercises

Specialized knowledge and skills acquired in this curriculum must take root in practice and be translated into practical performance through practical exercises conducted as a next step. This requires a sense of purpose, daily reflection and metacognition for capacity building.

In preparation for such practical exercises, each trainee who passes the review test described in the preceding Item b. must complete the given assignment.

As a means of enhancing the effectiveness of case studies and other activities in training program 2 by incorporating the efforts made for such assignments, the holding of an online assignment briefing session shall be considered in order to give the lecturer in charge an opportunity to explain the assignment to each trainee and to give both the lecturer and trainees an opportunity to get to know each other.

(c) Practical exercises

In the training program intended for personnel who already provide consultation and support, trainees must apply a foundational set of specialized knowledge and skills acquired in training program 1 (hereafter referred to as the "foundational set of specialized knowledge and skills) in their own workplaces, work on their assignments, and practice daily reflection and metacognition.

Trainees are instructed to submit the outcomes of their practical exercises before the exercise process ends in order to practice reflection and metacognition for the entire process. In this manner, the acquired abilities can serve as a basis for case studies in the

⁴⁸ For instance, qualifications as Certified Social Workers, Career Consultants, and Certified Public Psychologists could possibly be entitled to such an exemption.

subsequent training program 2 implemented for the capacity building required of Foreign National Support Coordinators.

To this end, each trainee must engage in practical exercises for three months at the trainee's own workplace.

Outcomes from the assigned practical exercises submitted from each trainee are evaluated by a lecturer who takes charge of the trainee in training program 2 in terms of the level of comprehension of the assignment and its purpose, the approach and policy taken with the assignment and application of the foundational set of specialized knowledge and skills, the trainee's performance in the exercise considered in line with the policy, and application of the foundational set of specialized knowledge and skills. This is in addition to taking into account the trainee's performance in the tests conducted in training program 1. In accordance with the assessment results, necessary guidance and advice shall be provided to each trainee through group training conducted in training program 2.

(d) Training program 2 (group training)

a. Group training

In-person group training is conducted so that trainees can share their insights and experiences as well as engage in case studies (including group discussions). This way, trainees can broaden their horizons and adopt cross-cutting perspectives while building a network of peers who share the same purpose based on mutual understanding.

Case studies are organized into small interactive groups of 15 or fewer trainees to ensure that each lecturer can properly guide his or her trainees and that all trainees can actively take part in discussions.

Regarding the required period, group training shall last two days to ease the burden on trainees while securing the necessary amount of time for case studies.

As for training sites, training shall be held at a single location in order to standardize the training and to promote mutual understanding and development of a peer network among trainees, as already mentioned. Depending on the progress of the training program from fiscal year 2024, multiple training sites may be considered as necessary.

b. Completion test

A written completion test consisting of multiple-choice questions shall be conducted on the second day of each group training. Certificates shall be issued for successful trainees announced at a later date to qualify them as Foreign National Support Coordinators.

Going beyond simple testing of knowledge and skills and with reference to examinations for other national qualifications, each test shall require examinees to choose the correct responses for cases presented in problem statements.

Trainees who fail to pass their completion tests shall not receive a completion certificate and instead must undergo the training program again. Any exemptions for trainees who must repeat the training program to, for example, skip some lectures in training program 1 must be considered in terms of advisability.

F. Implementation

The training program shall be conducted primarily by the Immigration Services Agency. Still, it is difficult for the agency to mobilize the necessary lecturers and prepare training sites alone. The program must tap into what is already available in collaboration with the relevant ministries and agencies. Outsourcing should be considered to cover any shortfalls.

The Immigration Services Agency should nevertheless ensure the quality of any outsourced training activities and the qualifications of the lecturers in charge. The case studies through group discussions are notable examples because they must be conducted by lecturers with insights into multicultural coexistence and sufficient knowledge, skills, and experiences from providing personal assistance.

Organization of the training program for a fee (collected to cover actual costs) is deemed appropriate because as many Foreign National Support Coordinators as possible must be produced from among the determined individuals having a spirit of service, and because other national qualification examinations are subject to a fee (the exact amount shall be considered later).

G. Intended scale and outlook

With due attention to Subsection (5) in Section 1 of Chapter 2, a sufficient number of Foreign National Support Coordinators must be trained and certified to serve at every counter of FRESC, the Immigration Information Centers, and the one-stop consulting counters set up and operated by local governments awarded subsidies for preparations for an environment for the acceptance of foreign nationals. Considering the number of one-stop consulting counters today,⁴⁹ this means that at least 300 Foreign National Support Coordinators must be deployed.

Such a number is difficult to achieve in the immediate future because the training program (notably, case studies in group training) entails the recruitment of a lecturer with a high degree of expertise.

For this reason, the goal for the immediate future has been set as deploying at least 300 Foreign National Support Coordinators by the end of fiscal year 2026, which is the final year of the current Roadmap.

⁴⁹ As of April 1, 2022, the number includes FRESC (1 location), Immigration Information Centers (11 locations), and one-stop consulting counters set up and operated by local governments awarded subsidies for preparations for an environment for the acceptance of foreign nationals (251 local governments).

With only one Foreign National Support Coordinator assigned to each counter, foreign nationals are highly likely receive no assistance when the coordinator is away responding to other consultations. To avoid such a situation, at least two coordinators should be stationed at each counter. Accordingly, once 300 Foreign National Support Coordinators have been produced, the next goal should be to recruit and retain 600 coordinators as soon as possible.

Later, while maintaining two Foreign National Support Coordinators at each counter of FRESC, the Immigration Information Centers, and the one-stop consulting counters set up and operated by local governments awarded subsidies for preparations for an environment for the acceptance of foreign nationals, the number of deployed coordinators will be considered based on the progress in deployment of coordinators at one-stop consulting counters, their work performance, and findings from studies on their deployment to hosting organizations or the like.

The scale of the training program should be carefully reviewed annually to reliably address any problems by making improvements.

(4) Training for certification renewal

Bearing in mind what was explained in Item D. in the preceding Subsection (3), each certificate (in recognition of completion of the training program) shall be valid for three years.

In addition, training for certification renewal shall be conducted to reverify each certificate holder's grasp of the current state of and challenges for the development of a receptive environment for foreign nationals, as well as their basic knowledge and skills. A new certificate (a certificate of completion of training for certification renewal) with a new expiry date (certificates of completion of training for certification renewal shall be valid for the same period as certificates of completion of the training program) shall be issued to all program graduates who complete the refresher training conducted in the final year before the expiration of their certificates.

**(5) Training and certification of experts
(Reference Material 16)**

To achieve the Three Visions to be pursued under the Roadmap, Japan must produce a large number of highly qualified Foreign National Support Coordinators and ensure that their professional roles take root in society. To this end, it is also necessary to train and certify experts with solid knowledge and skills honed through years of experience as Foreign National Support Coordinators to serve as role models for junior peers, to provide them with necessary advice and guidance, and to support their professional development.

To foster and certify such experts, in addition to training for certification renewal, another training program (training of trainers) shall be considered for Foreign National Support Coordinators with at least three years of practical experience (some ingenuity is necessary to objectively distinguish these experts in certificates by assigning them a

special title, such as "Foreign National Support Coordinator (Expert)," or similar.)

In relation to Subsection (2) in Section 3 of Chapter 2, a national qualification is conceivable for such experts who gain further practical experience and pass an examination or the like. These experts understand and practice the purpose, roles, code of conduct, and the like as Foreign National Support Coordinators. They can formulate plans in a cross-cutting manner to address complex, multi-layered problems that span a wide range of areas; guide foreign nationals towards solutions by choosing appropriate partners for them; and properly guide their junior peers in professional development as Foreign National Support Coordinators.

Chapter 3 Actions to be addressed from FY2023

1 Development of a curriculum for the training program

In line with the Roadmap and based on this report, a curriculum should be developed in fiscal year 2023 towards commencing the training program in fiscal year 2024.

More specifically, the personnel from the Immigration Services Agency on the Committee and other experts are expected to discuss and decide on how the program should be implemented⁵⁰ under what overall plan with what kinds of guidelines, lecturers, training sites, public relations strategy, and other details, such as those regarding the curriculum, materials, and guidelines for advance training of lecturers.

2 Help those who have completed the training program to share necessary information

Foreign National Support Coordinators must constantly upgrade their knowledge of institutional arrangements across a wide range of areas. They must formulate plans for offering necessary assistance even if they have not previously handled the complex, difficult problems involved. If there are no adequate partners in their communities, they must conduct deeper searches so that foreign nationals can consult with appropriate partners.

The national government should support program graduates in overcoming these difficulties and fulfilling their common roles. It should set up a system for facilitating communication and collaboration among them so that they can chart paths to solutions while sharing their insights.

In addition, program graduates should be kept up to date on relevant laws and regulations so that they can provide appropriate responsive or preventive support in accordance with the current social situation and institutional arrangements. The training and certification system should also be upgraded based on the requests and progress made by program graduates.

Towards these ends, the following two actions shall be taken:

(1) Release and use a special portal site for those who have completed the training program

The deployment and use of a web portal with the following functions especially for training program graduates shall be considered. In fiscal year 2023, the details of the functions shall be considered to give shape to the portal. From fiscal year 2025, the web portal will be built and put into operation. In this way, it will become possible to expand

⁵⁰ Matters to be considered include how to train lecturers for the training program; how to facilitate aspiring trainees in joining the training program by easing the burden through, for example, public relations campaigns and announcements to aid them in obtaining the understanding of their affiliated organizations or employers; and how tools should be effectively used, such as to facilitate communication among the Immigration Services Agency, lecturers, and trainees during the training program (with due consideration given to information security measures and protection of personal information).

partnerships among professionals both within and beyond their communities, which is the last of the Four Actions to be taken in response to the challenges presented in Section 3 of Chapter 1.

- A. A database of program graduates to enable them to collaborate in sharing insights and offering assistance (*the intent is to convert the list of program graduates into a database)
- B. An electronic bulletin board for administrative communications from the Immigration Services Agency, and relevant updates from the national government on, for example, laws, regulations, and institutional arrangements
- C. A function to conduct questionnaire surveys in order to collect requests from program graduates and to keep track of their activities

(2) Hold case study workshops for those who have completed the training program

Aside from the web portal, how case study workshops and the like should be conducted (e.g., whether any guidelines are necessary) shall be considered in order to enable program graduates to share their insights and to encourage collaboration among them while protecting their personal information and ensuring confidentiality.

3 Discuss how to improve the social valuation, status and treatment of Foreign National Support Coordinators through their training and certification systems

As pointed out in Subsection (1) in Section 3 of Chapter 1, the highly specialized nature of the profession that provides consultation and support to foreign nationals has not been sufficiently recognized or understood by society, nor has the importance of the professionals who provide such support and the need for specialized training with due consideration to their assignments. Their expertise has been underappreciated in society, and such professionals are in short supply.

From fiscal year 2023, studies shall be conducted to explore remedial measures through this system so that Foreign National Support Coordinators and other professionals who play vital roles at one-stop consulting counters run by local governments and elsewhere receive proper recognition and working conditions commensurate to their expertise.⁵¹

4 Discuss how to promote assignment of Foreign National Support Coordinators

In accordance with the Roadmap and Subsection (5) in Section 1 of Chapter 2, measures for promoting the deployment of Foreign National Support Coordinators shall be considered in fiscal year 2023.

⁵¹ The studies seek to address "Shortage of qualified staff" as a challenge described in Subsection (1) in Section 3 of Chapter 1, which also covers measures for building a more conducive working environment for Foreign National Support Coordinators to fully utilize their professional capabilities.

5 Discuss a certification system for highly-skilled support professionals

In accordance with the Roadmap and Subsections (2) and (5) in Section 3 of Chapter 2, from fiscal year 2023, recognition of Foreign National Support Coordinators through a national qualification shall be considered while taking into account the performance of program graduates as well as other national qualification systems and how they are operated. The curriculum, method, and other aspects of the training program shall be evaluated and revised as necessary depending on how the training program is conducted and how program graduates perform as Foreign National Support Coordinators. Broader targets for the training program shall also be considered alongside another training program for fostering and certifying experts (refer to Item C. in Subsection (3) and Subsection (5) in Section 3 of Chapter 2).

6 Discuss how to share challenges identified through individual support, including shortages of local sources of assistance, with the national government and local governments, in order to improve the environment for accepting foreign nationals

As pointed out in Subsection (4) in Section 1 of Chapter 2, Foreign National Support Coordinators gain an understanding of the realities and challenges faced by foreign nationals in their communities, the shortcomings of institutional arrangements, and other issues encountered while offering personal assistance. However, Foreign National Support Coordinators cannot address all these issues by themselves.

For instance, partners that can offer appropriate assistance are essential for guiding foreign nationals through the problems they face in their lives. If there are no such partners in the community to begin with, the main task of the Foreign National Support Coordinator is to find the best possible partner available by tapping into the coordinator's partnerships beyond the community. Difficulties faced by Foreign National Support Coordinators in solving issues in their local communities must be reported to national and local governments in order to spur development of a more receptive environment for foreign nationals.

Accordingly, from fiscal year 2023, measures shall be explored for Foreign National Support Coordinators to become able to report any missing partners in their communities to the national and local governments to spur development of a more receptive environment for foreign nationals.

Conclusion

The Committee has defined the expected roles, skills, and necessary training for Foreign National Support Coordinators so as to provide a basis for establishing a dedicated system for them. The panel has also defined actions to be addressed FY2023 to enable Foreign National Support Coordinators to thoroughly fulfill their professional roles in society.

This report should serve as a basis for further considerations in order to reliably establish a dedicated system for Foreign National Support Coordinators.

As demonstrated by the studies from this fiscal year, consideration of the roles, skills, and training of Foreign National Support Coordinators is only the first step in efforts to be continued in subsequent fiscal years toward a society that is more inclusive of foreign nationals. More studies are necessary to address the issues uncovered by the panel. Such issues must be examined comprehensively with an eye to building a more receptive environment for foreign nationals with due attention given to the circumstances surrounding Foreign National Support Coordinators.

In achieving the Three Visions defined in the Roadmap, a robust system should be established to enable trained, certified Foreign National Support Coordinators to play active roles and to continuously develop a more receptive environment for foreign nationals.

Committee on the Roles of Professionals Who Coordinate Comprehensive Support
List of panel members

As of March 24, 2023

[Members]

(Immigration Services Agency)

Chair	ISOBE Tetsuro	Director of the Policy Planning Division
	WATANABE Hiroshi	Director of the Residency Support Division, Residency Management and Support Department
	FUJITA Saori	Director for Training and Research
	KIMURA Toshio	Director of the Foreign Residents Policy Planning Office

(Experts)

	AOYAMA Toru	Vice President for academic affairs, Tokyo University of Foreign Studies
	ISHIKAWA Kumiko	Professor Emeritus, Nihon Fukushi University
	KUBOTA Koji	Executive Director, International Dependent, Planning and Coordination Bureau, CITY OF KITAKYUSHU
	KOYAMA Kenta	Associate Professor, Faculty of Communication Studies, Tokyo Keizai University Director, Research Laboratory for Cross-Cultural Organization and Career Development, Tokyo Keizai University
	TAMURA Taro	Chief-Director, Institute for Human Diversity Japan
	YUKI Megumi	Professor, Organization for Higher Education and Student Service, Gunma University Professor, Faculty of Informatics and Graduate School of Social and Information Studies, Gunma University

[Observers]

Ministry of Internal Affairs and Communications

	HATAKEYAMA Eisuke	Director, International Affairs Office, Local Administration Bureau
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Ministry of Education, Culture, Sports, Science and Technology

	ISHIDA Yoshiaki	Director, International Education Division, Education Policy Bureau
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	KOBAYASHI Yosuke	Director, International Affairs Division, Higher Education Bureau
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	ENNYU Yumi	Director, Japanese Language Division, Agency for Cultural Affairs
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Ministry of Health, Labour, and Welfare

	KIKUTA Masaaki	Director, Employment Security Bureau, Ministry of Health, Labour, and Welfare
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	KOKUBUN Kazuyuki	Director, Career Development Support Office, Director-General for Human Resources Development, Ministry of Health, Labour, and Welfare
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(Names have been listed without honorifics.)

Committee on the Roles of Professionals Who Coordinate Comprehensive
Support
List of past meetings

First meeting: October 24, 2022

- Organization of meetings by the Committee on the Roles of Professionals Who Coordinate Comprehensive Support
- Consultation and support currently provided to foreign nationals
- Issues to be discussed
- Roles, skills, and training of professionals who coordinate comprehensive support
- Schedule for the future

Second meeting: December 5, 2022

- Interview with the Kitakyushu International Association to find out how they respond to consultations
- Basic Concept
- Roles and skills of professionals who coordinate comprehensive support

Third meeting: January 13, 2023

- Skills and training of professionals who coordinate comprehensive support
- Actions to be addressed from FY2023

Fourth meeting: February 16, 2023

- Compilation of a draft report

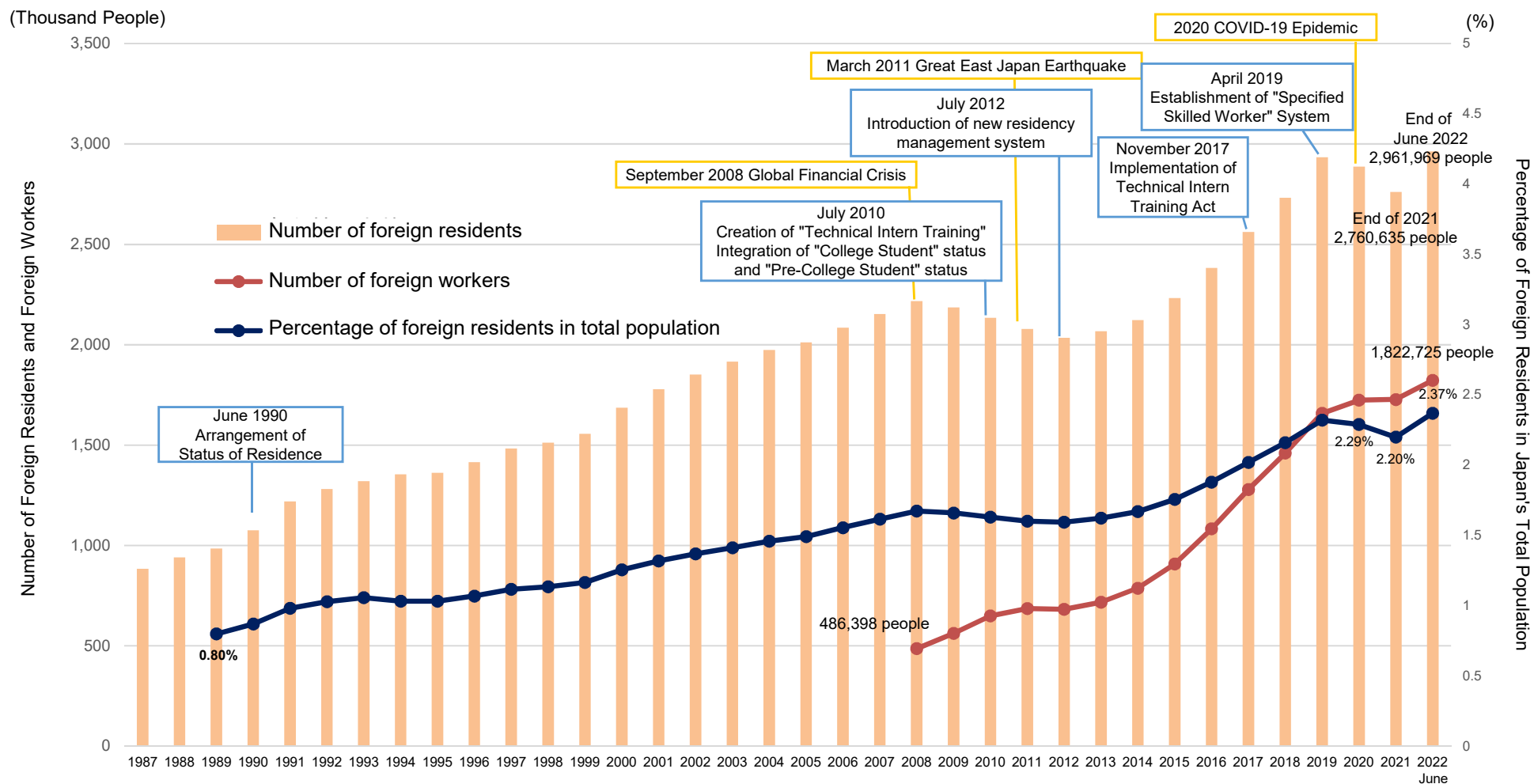
Fifth meeting: March 24, 2023

- Compilation of a draft report

Reference Materials

Ref. 1	Trend in the Number of Foreign Residents and Their Percentage of Japan's Total Population and the Number of Foreign Workers	- 1
Ref. 2	Changes in the Percentage of Foreign Residents of the Population by Nationality/Region of Origin	- 2
Ref. 3	Changes in the Percentage of Foreign Residents of the Population by Status of Residence	- 3
Ref. 4	Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (Outline) (Extract)	- 4
Ref. 5	Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (FY2022 Revision) (Outline)	- 6
Ref. 6	Progress (Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals)	- 8
Ref. 7	Progress (Consultation Systems for Foreign Nationals and Their Other Needs)	- 9
Ref. 8	Basic Survey on Foreign Residents Conducted in FY2021	- 10
Ref. 9	Survey of Local Governments' Efforts Related to Harmonious Coexistence Measures	- 12
Ref. 10	Comparison of Multicultural Coexistence Professionals	- 13
Ref. 11	Challenges in Connecting Foreign Residents to an Appropriate Source of Assistance and Necessary Measures	- 15
Ref. 12	Roles of Foreign National Support Coordinators	- 16
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Ref. 14	Training for Foreign National Support Coordinators (Outline)	- 21
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(Ref. 1) Trend in the Number of Foreign Residents and Their Percentage of Japan's Total Population and the Number of Foreign Workers

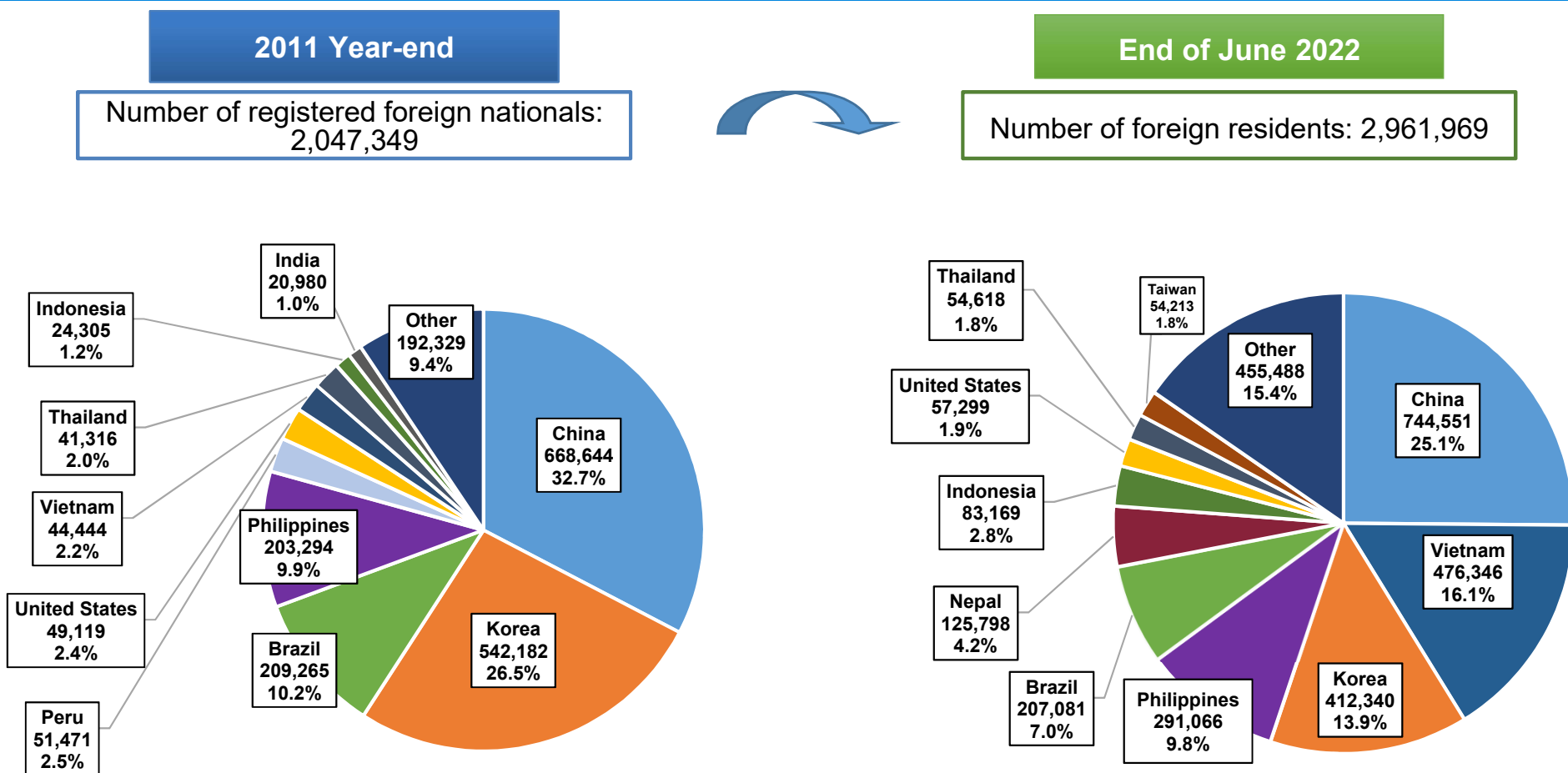


* The number of foreign residents in Japan each year variously refers to the number of registered foreign nationals up to the end of 1993, the number of registered foreign residents with a status equivalent to that of mid to-long-term resident combined with the number of special permanent residents from the end of 1994 until the end of 2011, and the number of foreign residents from the end of 2012 onward. The figures for years up to 2021 were taken at the end of each year. The figure for 2022 was taken at the end of June that year.

* The number of foreign workers is based on the summary of notification of the employment status of foreign nationals (at the end of October each year) compiled by the Ministry of Health, Labour, and Welfare. (Figures are presented only from 2008, because the notification system was implemented on October 1, 2007.)

* The total population is based on an estimate by the Statistics Bureau of the Ministry of Internal Affairs and Communications (MIC) as of October 1 each year (as an exception, a preliminary estimate is presented for 2022).

(Ref. 2) Changes in the Percentage of Foreign Residents of the Population by Nationality/Region of Origin



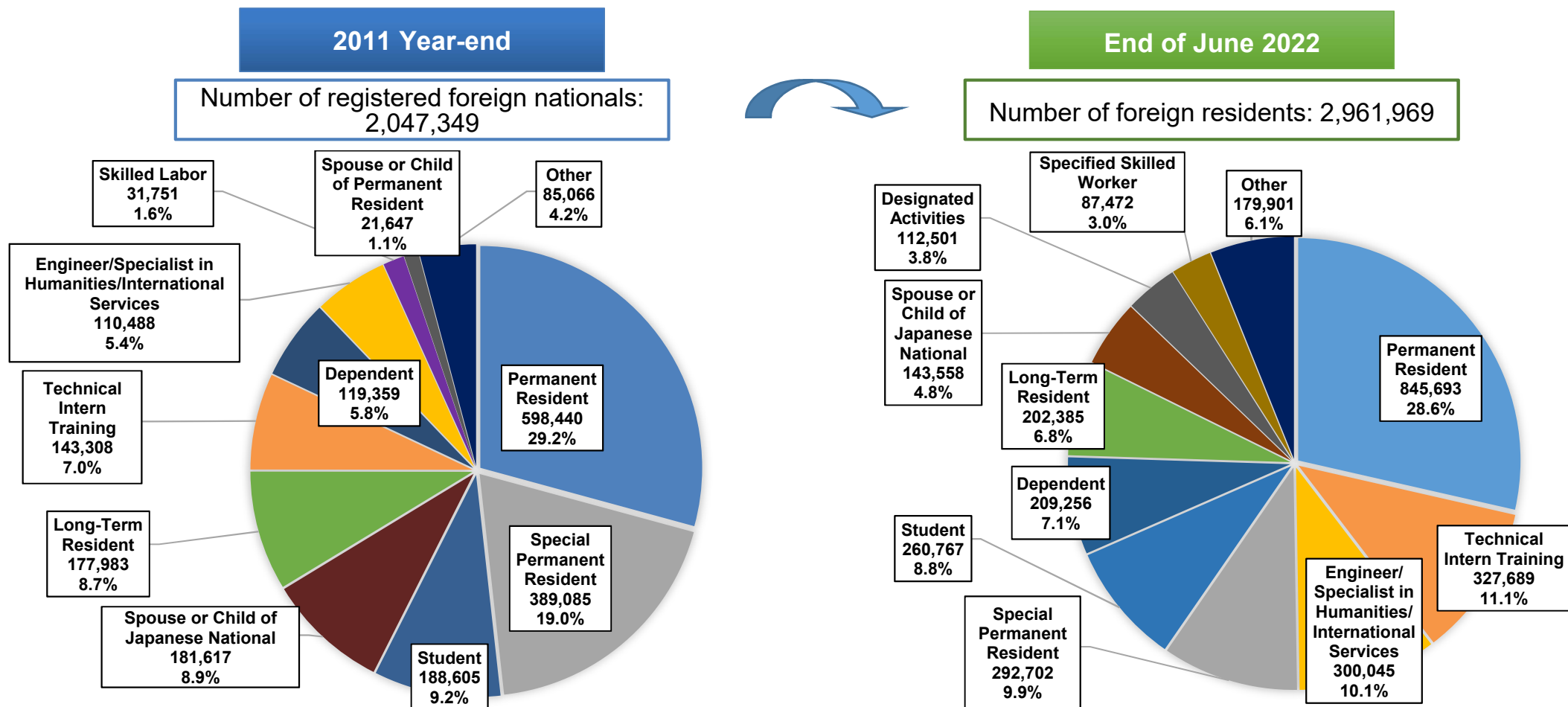
* The figures for the end of 2011 were taken from the statistics of registered foreign national compiled by the former Immigration Bureau, Ministry of Justice. The figures for the end of June 2022 were taken from the statistics on foreign residents compiled by the Immigration Services Agency of Japan.

* The number of registered foreign nationals at the end of 2011 (2,047,349) is the number of registered foreign residents with a status equivalent to that of mid to-long-term resident combined with the number of special permanent residents.

* For the statistics up to the end of 2011, foreign nationals with a nationality indicated as either Korea or R.O. Korea on their alien registration certificates were both classified under Korea. In the statistics from the end of 2012, foreign nationals with a nationality or region of R.O. Korea indicated on their residence cards are classified under R.O. Korea, while those with a nationality indicated as Korea are classified under Korea.

* The nationality of foreign nationals who hold passports or comparable documents issued by authorities in Taiwan was indicated as China in the nationality section of their certificates of alien registration until July 8, 2012. Since July 9, 2012, the nationality or region section on the residence cards of such foreign nationals indicates Taiwan. For the statistics from the end of 2012, any foreign nationals who have obtained residence cards or the like with an indication of Taiwan as their nationality or region are classified under Taiwan.

(Ref. 3) Changes in the Percentage of Foreign Residents of the Population by Status of Residence



* The figures for the end of 2011 were taken from the statistics of registered foreign national and immigration control in 2012 compiled by the former Immigration Bureau, Ministry of Justice. The figures for the end of June 2022 were taken from the statistics on foreign residents compiled by the Immigration Services Agency of Japan.

* The number of registered foreign nationals at the end of 2011 (2,047,349) is the number of registered foreign residents with a status equivalent to that of mid to long-term resident combined with the number of special permanent residents.

* The number of holders of the status of Engineer/Specialist in Humanities/International Services at the end of 2011 is the combined number of holders of the status of either Engineer or Specialist in Humanities/International Services.

* The number of holders of the status of Technical Intern Training at the end of 2011 is the combined number of holders of the status of either Technical Intern Training or Designated Activities (Technical Intern Training).

(Ref. 4) Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (Outline) (Extract)

2 Ideal Society of Harmonious Coexistence with Foreign Nationals (Three Visions)

Safe and Comfortable Society

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

Diverse and Vibrant Society

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

Society that Respects Individual Dignity and Human Rights

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

3 Medium- to Long-term Issues to be Addressed (Four Key Points)

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

2 Disseminating information to foreign nationals/Strengthening consultation systems for foreign nationals

3 Support for each life stage and life cycle

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

4 Major Initiatives Related to the Key Points

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

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

☆2 Disseminating information to foreign nationals/Strengthening consultation systems for foreign nationals

- Formulation and publication of posting guidelines for the “Guidebook on Living and Working” and “A Daily Life Support Portal for Foreign Nationals” [MOJ] 《17》
- Dissemination of information using Mynaportal, etc. [MOJ] 《18》
- Promoting the establishment of one-stop consulting counters by reviewing the subsidies for preparations for an environment for the acceptance of foreign nationals [MOJ] 《20》
- Initiatives for multi-language translation/interpretation technologies focused on developing practical simultaneous interpretation technologies and expanding the priority languages to include 15 languages [MIC] 《23》
- Joint consultation sessions by relevant organizations providing support to foreign nationals in local communities [MOJ] 《27》
- Conduct training programs to promote plain Japanese, etc. [MOJ] [MEXT] 《31》 《32》

☆3 Support for each life stage and life cycle

- Launch community-based programs that provide opportunities for parents and their children to meet up and consult about their concerns and problems encountered in parenting [MHLW] 《33》
- Promote integrated management and identification of the school enrollment status of foreign children by collaborating the Basic Resident Registration system and the school-age children registration system [MEXT] 《36》
- Promote efforts to set special admission quotas for foreign students for public high school entrance examinations and make necessary adjustments for foreign examinees [MEXT] 《47》
- Introduce Japanese language tutoring system to the high school curriculum [MEXT] 《49》
- Dispatch expert consultants and interpreters to the career service sections for foreign nationals at the Hello Work to provide consultation services and provide support for international students at career service centers for foreign nationals, etc. [MHLW] 《57》
- Provide job training for foreign residents based on their Japanese proficiency levels [MHLW] 《61》
- Continue and enhance of publicizing and public relations concerning the pension system [MHLW] 《63》
- Grasp of actual condition by “Basic Survey on Foreign Residents,” etc. [MOJ] 《66》

☆4 Initiatives to establish the foundation for a society of harmonious coexistence

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

5 Promotional Framework

- The planning period is until FY2026.
- Track the progress through annual assessment while interviewing experts and update the measures as needed
- Clearly indicate initiatives, in the Comprehensive Measures, which are to be implemented within the applicable fiscal year

(Ref. 5) Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (FY2022 Revised) (Outline)

Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (FY2022 Revised) (Outline)

June 14, 2022
Ministerial Conference on Acceptance and Coexistence of Foreign Nationals

- ❑ As of the end of 2021, the number of foreign nationals residing in Japan was 2.76 million. The number of foreign workers as of the end of October 2021 was 1.73 million (a record high).
- ❑ **Formulated from the point of view of further enhancing the environment for the acceptance of foreign nationals and based on the Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (218 policies).**
- ❑ **The government will make across-the-board efforts to realize a society of harmonious coexistence by working together to continue to steadily implement relevant measures and periodically following up on the Comprehensive Measures.**

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

- Establishment of an environment that enables foreign nationals to acquire the Japanese language skills necessary for daily life
 - Creation of a comprehensive system for enhancement of Japanese language education promoted by prefectural governments, etc., Japanese language education support jointly provided by local governments, and improvement of the level of Japanese language education in local communities utilizing the "Framework of Reference for the Japanese Language Education" <Policy 1>
 - Development of educational models by discipline in accordance with the curriculum and proficiency criteria specified in the "Framework of Reference for the Japanese Language Education" <Policy 3>
 - Development and provision of ICT lesson materials for Japanese language for different daily occasions, etc. <Policy 4>
 - Consideration of establishment of an environment for learning knowledge about Japanese social systems, etc. by creating and utilizing daily life orientation videos, etc. <Policy 7>
 - Supporting foreign nationals smoothly settle into Japanese society by spreading information about local financial measures for regional life orientation <Policy 8>
 - Consideration of the necessity of further improvement of the Japanese language education environment and related matters <Policy 14>
- Improvement of the quality of Japanese language education, etc.
 - Establishment of certification system for Japanese language education institutions and Japanese language teacher qualification system <Policy 5 (reposted)>

Disseminating information to foreign nationals/Strengthening consultation systems for foreign nationals

- Enhancement of information dissemination from the perspective of foreign nationals
 - Formulation and publication of posting guidelines for the "Guidebook on Living and Working" and "A Daily Life Support Portal for Foreign Nationals" <Policy 23>
 - Consideration of prompt collection of information and dissemination of tailor-made and push information through Mynportal, etc. <Policy 24>
- Strengthening of the consultation system to help foreign nationals with their problems
 - Consideration of measures that facilitate the establishment of one-stop consulting counters by the local governments, for example enhancing the subsidies for preparations for an environment for the acceptance of foreign nationals <Policy 35>
 - Taking effective and efficient supporting measures for creating an environment for the acceptance of foreign nationals to Japanese society by FRESC, implementing joint consultation sessions by relevant organizations providing support to foreign nationals in local communities, and so on <Policy 36>
 - Efforts towards realizing practical-level simultaneous interpretation utilizing multilingual translation technology and expanding the priority languages to 15 languages <Policy 37>
 - Consideration of the development and improvement of counseling services that reflect the needs of foreign nationals identified through consultation offices and implementation of development and improvement actions based on the results of the consideration <Policy 44>
- Further promotion the use of plain Japanese in information dissemination and consultation services
 - Summarizing points to consider when speaking in plain Japanese, etc. and supporting local governments in their initiatives <Policy 48>

Support for each life stage and life cycle

- Support, etc. for foreign nationals, especially those in infancy and school ages
 - Launch of community-based programs that provide opportunities for parents and their children to meet up and consult about their concerns and problems encountered in parenting [MHLW] <Policy 51>
 - Promotion of integrated management and identification of the school enrollment status of foreign children by collaborating between the Basic Resident Registration system and the school-age children registration system <Policy 54>
 - Provision of information and consulting services regarding health and hygiene in schools for foreign students through professional platform and implementation of surveys and research concerning the support from local governments <Policy 56>
- Support, etc. for foreign nationals, especially those in the early stage of adolescence and adulthood
 - Promotion of efforts to set special admission quotas for foreign students for public high school entrance examinations and make necessary adjustments for foreign examinees, and encouraging introduction of a system that allows Japanese language tutoring to be included in high school curriculums <Policy 59>
 - Implementing career development support measures for foreign children on a trial basis to help them design appropriate career paths and considering specific measures toward this objective <Policy 61>
- Support, etc. for foreign nationals, especially those in adolescence and adulthood
 - ① Support for employment for international students, etc.
 - Providing employment support to international students through the Employment Service Center for Foreigners, etc. <Policy 66>
 - Promotion of employment and successful work life of international students through the formation of regional consortiums for supporting highly skilled foreign professionals <Policy 87>
 - ② Support at work
 - Dissemination and promotion of utilization of bi-directional educational video training materials and guidebooks in workplaces for Japanese employees and foreign national employees <Policy 88>
 - Providing career counseling through expert consultants and interpreters at employment service counters for foreign nationals at Hello Work <Policy 90>
 - Providing vocational training for settled foreign residents with special considerations to their Japanese proficiency levels and promoting assignment of vocational training coordinators for settled foreign residents <Policy 93>
 - ③ Ensuring an appropriate work environment, etc.
 - Promoting the Collection of Points and Example Sentences That Can Be Used in Labor Management at Workplaces with Foreign Employees and other useful materials <Policy 95>
- Support for foreign nationals, especially those in old age
 - Continued publicizing and public relations concerning the pension system and consideration of enhancement of it <Policy 107>
- Support common to all life stages
 - Grasp of actual situation by "Basic Survey on Foreign Residents", etc. <Policy 21 (reposted)>

*1: Underlines indicate policies that are not related to the Roadmap for the Realization of Society of Harmonious Coexistence with Foreign Nationals.

*2: Policy Nos. in red indicate new policies.

Smooth and appropriate acceptance of foreign nationals

- Employment support, etc. for specified skilled workers and other measures
 - Provision of information through field-specific councils, etc. and improvement of the working environment for foreign human resources <Policy 127>
- Smooth implementation of skill exams and Japanese language tests for Specified Skilled Workers, and dissemination and smooth utilization of the Specified Skilled Worker System, etc.
 - Consideration of the addition of fields covered in the Specified Skilled Worker (ii), reorganization of business categories and revision of the expected numbers of Specified Skilled Workers to be accepted, and discussion of reviewing the Specified Skilled Worker System and Technical Intern Training Program <Policy 139>
- Elimination of malicious intermediary organizations, etc.
 - Consideration of measures for reinforcing partnerships with relevant organizations in developing countries through ODA programs <Policy 153>
- Expansion of the Japanese language education base abroad
 - Promotion of efforts to reinforce the foundation for Japanese language education through the Japan Foundation and to disseminate attractiveness of Japanese culture and society, etc. <Policy 13 (reposted)>

Initiatives to establish the foundation of a society of harmonious coexistence

- Raising awareness to realize a society of harmonious coexistence
 - Consideration of establishment of "Month for Raising Public Awareness of Harmonious Coexistence with Foreign Nationals" (tentative name), and implementation of various events to raise public awareness, etc. <Policy 155>
 - Consideration of publication of a white paper summarizing the status of implementation of governmental measures for harmonious coexistence with foreign nationals <Policy 156>
 - Implementation of practical research concerning different instructions in areas with high and low concentration of foreigners <Policy 55 (reposted)>
- Improvement of government statistics to investigate on the actual living conditions of foreign nationals, etc.
 - Creation and publication of new statistics to analyze the living situations of foreign residents utilizing the statistics on foreign residents in Japan, etc. <Policy 161>
 - Preparation of statistics used to manage labor conditions and other labor aspects for foreign nationals and keep track of the migration of workforce to and from Japan, etc. [MHLW] <Policy 162>
- Enhancement of information collections and strengthening of cooperation, etc. among relevant organizations for the development of infrastructure for realizing a society of harmonious coexistence
 - Promotion of support for foreign nationals and improvement of the environment for acceptance of them through development of highly professional Accepting Environmental Coordinators <Policy 164>
 - Enhancement and strengthening of information dissemination, etc. through implementation of trial project to support the efforts of private support groups to provide outreach support to foreign nationals <Policy 165>
 - Consideration of enhancement of cooperation between related organizations in the consultation offices and the counseling function of the Immigration Information Centers <Policy 166>
 - Consideration of efforts towards construction of a centralized information management system required for residency management at the Immigration Services Agency <Policy 167>
 - Consideration of expansion of procedures to be made online and of construction of a system that enables users to use their own information on Mynportal <Policy 168>
 - Consideration of improvement of the environment for acquisition of Individual Number Cards(My Number Card) and efforts towards the integration of residence cards and Individual Number Cards<Policy 169>
 - Consideration of provision of support to foreign nationals with life problems, such as development of specialist supporters <Policy 6 (reposted)>
 - Consideration of how data should be provided to contribute to planning and establishing measures for harmonious coexistence with foreign nationals <Policy 170>
 - Implementation of publication for promoting appropriate use of Basic Resident Registration information through communication of information to local governments. <Policy 171>
- Creating a system where foreign nationals also play an active role in a society of harmonious coexistence
 - Provision of support to international students aiming to qualify as certified care workers, including allocation of scholarships <Policy 184>
 - Promotion of efforts for multicultural coexistence by related organizations in Japan and enhancement of their networking through ODA programs <Policy 185>
 - Provision of support to leading efforts by local governments through the Subsidy Program for Promotion of Regional Revitalization <Policy 186>
 - Publicizing of the foreign beautician training project for National Strategic Special Zones and promotion of related preferential measures <Policy 187>
- Construction of the residency management system as a foundation for a society of harmonious coexistence
 - ① Strengthening the foundation of residency management
 - Consideration of revisions concerning the "permanent resident" status, such as revision of the requirements for acquisition of the status and responses to situation changes after acquisition <Policy 189>
 - Further optimizing the operations of the refugee recognition system through clarifying normative elements on the eligibility for refugee status, etc. <Policy 190>
 - Strengthen screening for the acceptance of students, researchers and other people from outside Japan that contributes to preventing leakage of sensitive technology through cooperation with related organizations <Policy 195>
 - ② Accurate management of international student enrollment
 - Stricter examinations of residence status, such as not permitting the acceptance of international students, for institutes like universities, that do not appropriately manage international student enrollment <Policy 200>
 - ③ Further optimization of the Technical Intern Training Program
 - Establishment of a system that integrates the counseling and instruction functions in the Technical Intern Training Program and consideration of online system of application and other procedures <Policy 97 (reposted)>
 - Strengthening of on-site inspections as measures against disappearance of technical intern trainees, terminating acceptance of new technical intern trainees from sending organizations with a large number of missing technical intern trainees, and promoting joint efforts with related organizations to prevent technical intern trainees from running away, such as publication of a leaflet on prevention of missing technical intern trainees <Policy 206>
 - ④ Strengthening of measures against illegal foreign residents
 - Improvement of the system towards further promotion of repatriation of deportation evaders and early establishment of a legal framework that enables further optimization of the deportation procedures <Policy 215>

*1: Policies that are not related to the Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals have been underlined.

*2: Policy Nos. in red indicate new policies.

(Ref. 6) Progress (Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals)

Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals

(approved by the Ministerial Conference on Acceptance and Coexistence of Foreign Nationals on June 14, 2022.)

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

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

Development and promotion of professionals who coordinate comprehensive support for foreign nationals, etc. <4>, <30>, <65>, and <86>

5-year goal	Develop who can lead foreign nationals facing problems in their lives to an appropriate source of assistance and measure for smooth appropriate assignment so that foreign nationals can quickly receive the assistance they need.						
Outline	<ul style="list-style-type: none"> - Provide training needed to develop professionals (tentative name: “Comprehensive Foreign National Support Coordinator”) who can lead foreign nationals facing problems in their lives to an appropriate source of assistance as well as maintain their expertise and raise their social recognition level. - Consider how the certification system for highly specialized support professionals should be designed and arrive at a conclusion. 						
	Specific policies	FY2022	FY2023	FY2024	FY2025	FY2026	KPI
Roadmap	Provision of training needed to develop Comprehensive Foreign National Support Coordinators (tentative name) and consideration of the ideal certification system	Consideration of the roles, abilities, etc. of Coordinators with experts, etc. to arrive at a conclusion	Consideration of issues such as the content of Coordinator training and promotion of the assignment of persons who complete training based on the opinions of experts	Provision of necessary training, etc. based on the results of consideration			<ul style="list-style-type: none"> - Number of training sessions held - Number of persons who complete the training course - Employment of persons who complete the training course by related organizations (to be considered based on the results of reviews in FY2022 and FY2023)
			Consideration based on the opinions of experts, etc. as to how the certification system for highly specialized support professionals should be designed, and its gradual implementation starting from what can be done first based on the results of such consideration				

(Ref. 7) Progress (Consultation Systems for Foreign Nationals and Their Other Needs)

<Consultation system for foreign nationals>

Foreign Residents Support Center (FRESC)

- Eight organizations from four ministries and agencies on a single floor coordinate with one another to respond to consultations related to renewal or changes in residency status, legal troubles, and other matters. They also support local governments by, for instance, responding to inquiries from local governments' one-stop consulting counters, conducting training for their personnel, and providing relevant information.
 - Response to consultations: 90,593 cases (FY2021)

Subsidies for preparations for an environment for the acceptance of foreign nationals that are awarded to one-stop consulting counters

- Awarded to multilingual consultation counters set up by local governments to respond to consultations from foreign residents and to provide information for facilitating their lives in Japan
 - Approved amount (in response to applications from local governments): 1.02 billion yen (FY2022)
 - Number of local governments that operate one-stop consulting counters set up with the awarded subsidies: 251 local governments across Japan (as of April 1, 2022)
 - Number of consultations served by one-stop consulting counters (total of all categories): 521,699 cases (FY2021)

<Delivery of information to facilitate life in Japan>

A Daily Life Support Portal for Foreign Nationals

- This web portal publishes, for instance, the Guidebook on Living and Working in plain Japanese and 16 other languages for foreign nationals and the Plain Japanese Guidelines for Foreign Residents Support, which is intended for national agencies and local governments.

Guidebook on Living and Working

- In coordination across ministries, basic information has been compiled to help foreign nationals live and work in Japan safely and comfortably. (Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals approved by the Ministerial Conference on December 25, 2018)



A Daily Life Support Portal for Foreign Nationals

<Consultation system designed for specific statuses of residence>

Student: Guidance on life in Japan (e.g., admission orientation and orientation sessions for part-time jobs) must be provided to students soon after their arrival in Japan. Accordingly, Japanese language institutions and the like must appoint a qualified life guidance counsellor who can offer life guidance and support to students in their native languages or other languages that both sides understand sufficiently well (e.g., Article 1, paragraph (1), item (xvi) of the Guideline on the Public Notice for the Japanese Language Institutions).

Specified Skilled Worker: Each organization of affiliation of the specified skilled workers must formulate a Support Plan for Foreign Nationals in Specified Skilled Worker (i) and appoint a person in charge to provide daily life orientations, respond to foreign nationals' consultations and complaints, and offer assistance to them in leading their professional, daily, and social lives (e.g., Article 2-5, paragraph (6) of the Immigration Control and Refugee Recognition Act).

Technical Intern Training: · Supervising organizations and the like must conduct classroom studies of Japanese language and life in Japan over a certain period after trainees' arrival (the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees, Article 9, item (ii) (the Regulation for Enforcement of the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees, Article 10, paragraph (2), item (vii))) and put in place an adequate system that enables trainees to seek consultation in their native languages or other viable alternatives (the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees, Article 39, paragraph (3) (the Regulation for Enforcement of the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees, Article 52, item (xiv))).
· The Organization for Technical Intern Training must respond to consultations from technical intern trainees in their native languages by phone, email, and post. (the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees, Article 87, item (ii)).

(Ref. 8) Basic Survey on Foreign Residents Conducted in FY2021

Basic Survey on Foreign Residents (conducted by the Immigration Services Agency from February to March 2022) (*1)

Question	Answer (multiple answers allowed)	Ratio
Issues with the pension system	I don't understand the system in detail.	42.9% (n = 7,982) (*1)
Issues with long-term care insurance	I don't understand the system in detail.	42.1% (n = 2,812) (*2)
Issues when consulting public institutions (local, prefectural, and national governments)	I did not know who to consult.	31.5% (n = 7,538) (*3)
Parenting issues	I don't know any place where I can talk about my worries concerning child education and child-raising, and I don't know anyone whom I can talk with about such worries.	13.3% (n = 1,367) (*4)

* In addition to the above questions, some respondents responded "I did not know who to consult" to questions about issues when receiving medical care at hospitals, pregnancy and childbirth issues, and disaster issues.

*1 The survey targeted 40,000 foreign residents (mid to long-term residents and special permanent residents) age 18 or older. The survey received valid responses from 7,982 respondents (the numbers [n] in parentheses indicate the number of valid responses to each question).

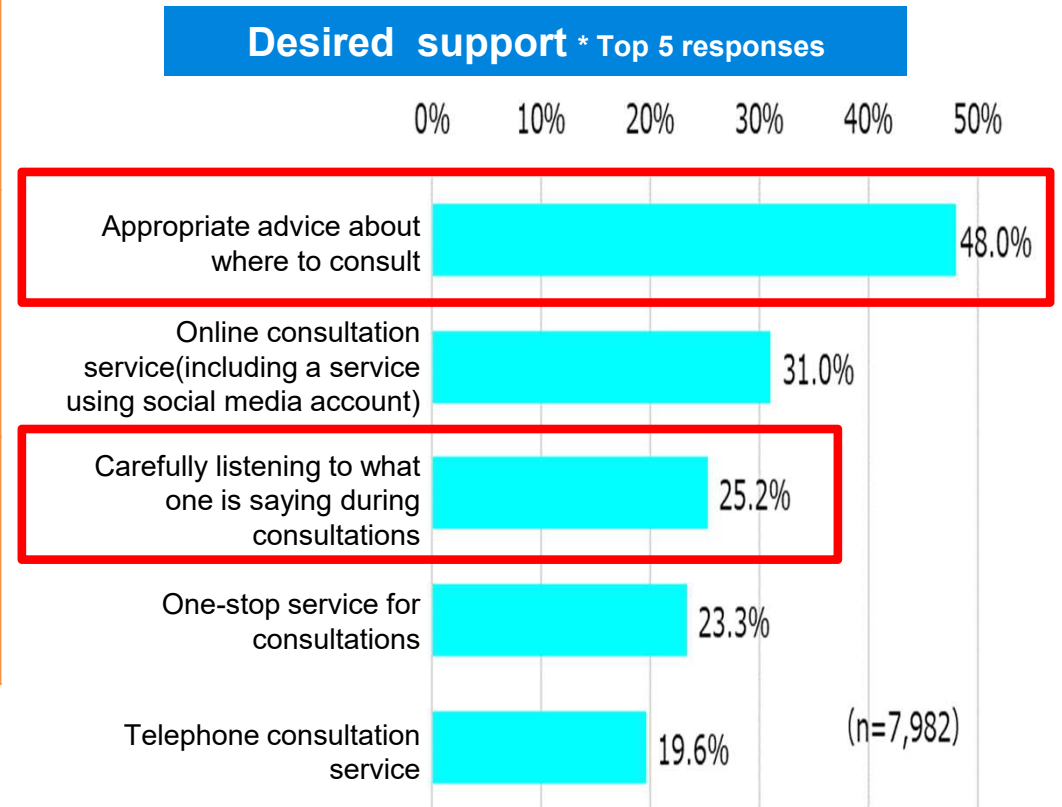
*2 Respondents who answered the first question (*1) and who were age 40 or older

*3 Respondents who answered the first question (*1), excluding 444 special permanent residents

*4 Respondents who answered the first question (*1) and who had a child age 0 to 6 in Japan

Basic Survey on Foreign Residents (conducted by the Immigration Services Agency from February to March 2022)

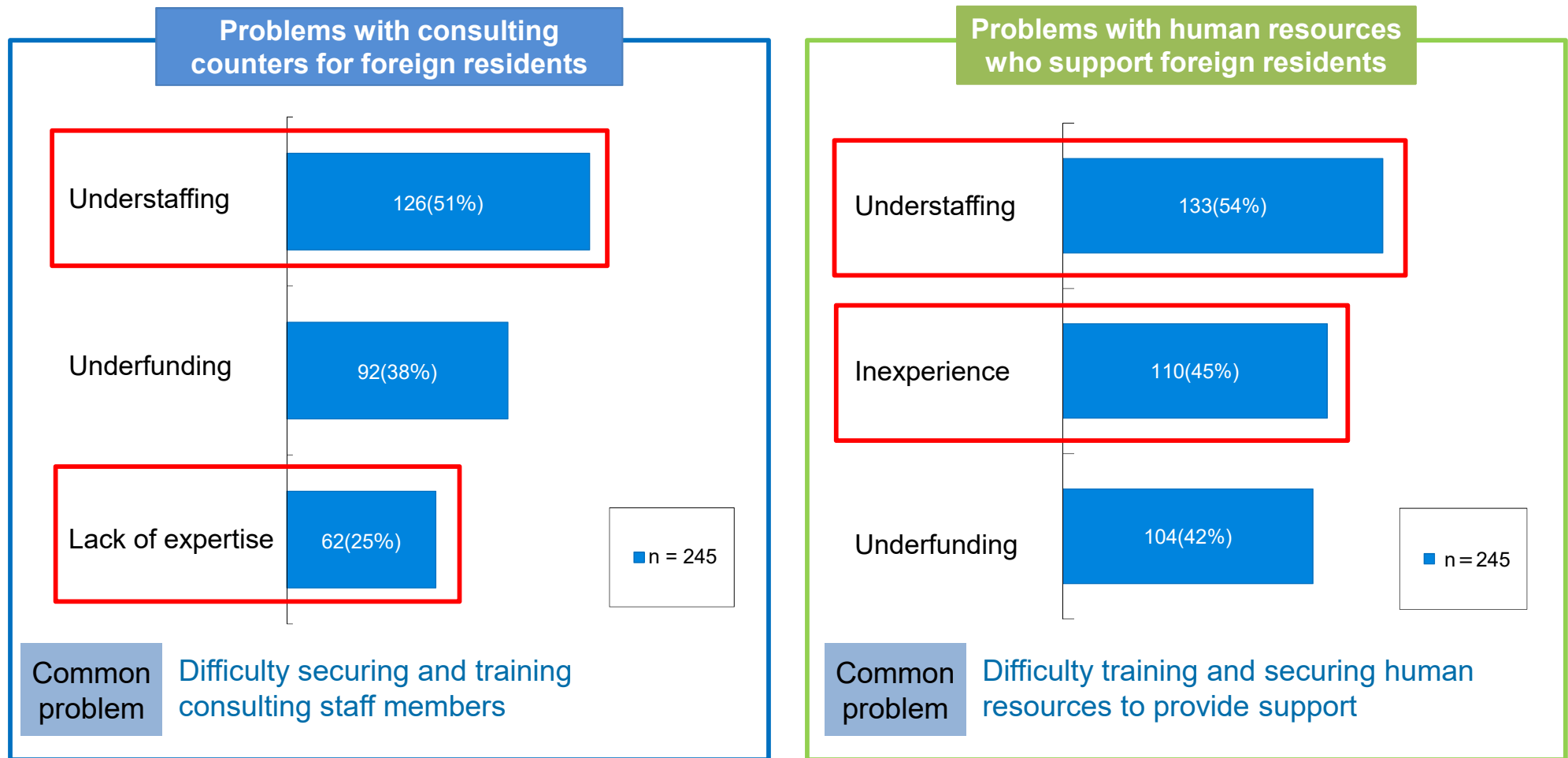
Question	Answer (multiple answers allowed)
Issues when consulting public institutions (local, prefectural, and national governments)	<u>I was sent around multiple departments before I could reach the right one.</u> (7.9%)
	<u>The person in charge had little expert knowledge.</u> (4.6%)



* Surveys conducted by local governments also received similar responses to questions about issues at the customer service counters of local governments or other public institutions, such as “I wasn’t sure about the necessary procedures” and “I couldn’t get enough information from officials.”

(Ref. 9) Survey of Local Governments' Efforts Related to Harmonious Coexistence Measures

Survey of Local Governments' Efforts Related to Harmonious Coexistence Measures (conducted by the Immigration Services Agency in July 2021) (*1)



*1 Out of the 308 local governments (47 prefectures and 261 municipalities [*2]) surveyed, 245 local governments responded.

*2 The local governments surveyed were selected from among core cities and the "top 150 local governments with the highest foreign resident populations" and the "top 150 local governments with the greatest percentage of foreign residents" according to the Survey of Population, Population Movements, and Households Based on the Basic Resident Register (as of January 1, 2020) conducted by the Ministry of Internal Affairs and Communications (MIC).

(Ref. 10) Comparison of Multicultural Coexistence Professionals

1. Assigned roles

	Name of certified professional	Assigned roles	Reference
1	Multicultural Social Worker (Aichi Prefecture)	Continuously support foreign nationals who face psychological or social problems associated with living in an unfamiliar environment disconnected from their culture of origin by responding to their consultations and guiding them toward solutions while drawing on expertise in social work.	<Website of the Aichi Prefectural Government> https://www.pref.aichi.jp/uploaded/attachment/21240.pdf
2	Multicultural Social Worker (Kitakyushu International Association)	<ul style="list-style-type: none"> · Provide overall coordination with counsellors, interpreters, agencies, and foreign nationals who seek consultation to offer consultation and interpretation services · Identify appropriate partner agencies to handle cases that require highly specialized knowledge and urgent cases, and coordinate solutions (including outreach activities). · Plan and facilitate liaison meetings among agencies that support foreign nationals; plan and conduct training for supporters of foreign nationals; forge and strengthen networks in one's assigned community and across Japan by, for instance, participating in conferences organized by other agencies; and develop new projects or frameworks as well as improve services based on insights obtained and needs identified through all such activities. 	<Website of the Japanese Federation of Social Workers> https://jfsw.org/2022/04/25/2512/
3	Multicultural Society Coordinator (Institute for Multicultural Society Professionals)	Professionals who plan and conduct programs, measures, projects, and activities at local governments, international exchange associations, local Japanese language schools, other schools, companies, and other organizations, thereby helping to address challenges towards the realization of a more multicultural society	<Website of the Institute for Multicultural Society Professionals> http://tassk.org/
4	Multicultural Community Advancement Officer (Gunma Prefecture)	<ul style="list-style-type: none"> · Develop a social system with an eye to building a more inclusive multicultural society so that people with diverse nationalities, ethnicities, and other backgrounds can lead better lives as community members. Help local communities thrive by creating new industries. · Create a social system or new industries and achieve multicultural coexistence by respecting and tapping into potential of foreign residents as equal partners of Japanese residents, who engage in social and economic activities in local communities. · Participate in industry-academic-government initiatives and organize symposiums, lectures, and the like that promote multicultural coexistence. 	<Website of the Gunma Prefectural Government> https://www.pref.gunma.jp/04/c1500243.html <Website of Gunma University> https://jst-tabunka.edu.gunma-u.ac.jp/
5	Intercultural Coordinator (Tokyo Metropolitan Foundation "TSUNAGARI")	Cultivate knowledge on the foundation of the legal system concerning foreign residents, education, medical care, disaster prevention, challenges to multicultural coexistence, and other topics. Plan activities to address these challenges in coordination and in partnership with relevant departments and groups.	<Website of the Tokyo Metropolitan Foundation "TSUNAGARI"> https://tabunka.tokyo-tsunagari.or.jp/training/index.html
6	Intercultural Community Coordinator (Council of Local Authorities for International Relations)	<ol style="list-style-type: none"> (1) Develop plans, guidelines, and measures towards multicultural coexistence in accordance with local realities. (2) Coordinate with relevant agencies to carry out measures for promoting multicultural coexistence. (3) Raise awareness of multicultural coexistence among local residents. 	<Website of the Council of Local Authorities for International Relations> http://www.clair.or.jp/j/multiculture/jiam/tabuma.html

2. Training Programs

	Name of certified professional	Organizer or employer	Intended participants	Training period	Curriculum	Number of certified professionals (program graduates)	Certification	Reference
1	Multicultural Social Worker (Aichi Prefecture)	Aichi International Association	(1) Individuals who have responded to consultations from foreign nationals (2) Individuals who have engaged in social work (including assistance to Japanese nationals) (3) Individuals who have engaged in education of the children of foreign nationals	7 weeks (42 hours)	21 lessons consisting of 8 lessons to build up knowledge, 8 lessons to build up skills, and 5 other workshops, fieldwork, and the like	108 graduates (18 graduates each year from FY2006 to FY2011)	Certificates were awarded in recognition of completion of the training program (which was discontinued in FY2011).	<Website of the Aichi Prefectural Government> https://www.pref.aichi.jp/uploaded/attachment/21240.pdf
2	Multicultural Society Coordinator (Institute for Multicultural Society Professionals)	Institute for Multicultural Society Professionals	Professionals who plan and conduct programs, measures, projects, and activities at local governments, international associations, NGOs, Japanese language schools, other schools, social education facilities, companies, or other organizations and thereby help to address challenges towards building an inclusive multicultural society	2 days	(1) Lecture (2) Roundtable discussion with other participants and a facilitator to report and reflect on the program developed and implemented in practice	9 (as of FY2021)	Certificates are awarded to examinees who pass the certification examination for multicultural society coordinators.	<Website of the Institute for Multicultural Society Professionals> http://tassk.org/
3	Multicultural Community Advancement Officer (Gunma Prefecture)	Conducted by Gunma University and certified by the Gunma Prefectural Government	Specialists (e.g., teachers, doctors, public health nurses, administrative workers, police officers, social workers, engineers, and social insurance labor consultants), personnel at employers of foreign nationals, personnel at schools attended by foreign nationals, foreign nationals who serve as international exchange volunteers and seek permanent residency or opportunities to start a business in Japan, and others	3-year program (1) Analyst (2) Planner (3) Consultant Each set of coursework lasts for at least 70 hours.	Coursework consisting of at least 30 hours of basic education, at least 30 hours of practical education, and at least 10 hours of research assignments	19 (as of FY2022)	Certificates are awarded by the governor of Gunma Prefecture to recognize trainees who have completed all coursework as multicultural community advancement officers.	<Website of the Gunma Prefectural Government> https://www.pref.gunma.jp/04/c1500243.html <Website of Gunma University> https://jst-tabunka.edu.gunma-u.ac.jp/
4	Intercultural Coordinator (Tokyo Metropolitan Foundation "TSUNAGARI")	Tokyo Metropolitan Foundation "TSUNAGARI"	Personnel of municipal governments in Tokyo, local international associations, and the Social Welfare Council, and civic organizations in Tokyo that pursue multicultural coexistence (coordinators and those who intend to become coordinators)	4 days	(1) Coursework to obtain an overview of multicultural coexistence and establish a foundation in each relevant area (2) Workshops (3) Fieldwork (4) Reflection	195 (2017-2022)	Certificates of completion are issued upon completion of the training program.	<Website of the Tokyo Metropolitan Foundation "TSUNAGARI"> https://tabunka.tokyo-tsunagari.or.jp/training/index.html
5	Intercultural Community Coordinator (Council of Local Authorities for International Relations)	· Council of Local Authorities for International Relations · Japan Intercultural Academy of Municipalities (JIAM)	(1) Personnel of prefectural and local governments, and regional and municipal international associations who take charge of measures aimed at realizing multicultural coexistence (2) Personnel of NPOs or NGOs that have collaborated with local governments or international associations in promoting multicultural coexistence (with due recommendations from such partners)	6 days	(1) Coursework on multicultural coexistence in practice (e.g., lectures, exercises, case studies, and presentations) (2) Submission of a research assignment (research plan and assigned report)	636 (as of January 2022)	Anyone who completes the coursework and submits the assignment is certified as an intercultural community coordinator.	<Website of the Council of Local Authorities for International Relations> http://www.clair.or.jp/j/multiculture/jiam/tabumane.html

(Ref. 11) Challenges in Connecting Foreign Residents to an Appropriate Source of Assistance and Necessary Measures

Challenges

(1) Shortage of qualified staff

- Public institutions do not have enough support staff who can deal with complicated, multifaceted problems faced by foreign residents.
- Public institutions do not have know-how regarding staff training.
- Many support staff members are employed on a fixed-term basis and are not highly recognized within society or within their organizations, which makes developing them into support professionals challenging.

(2) Difficulty of finding qualified personnel

- Public institutions have difficulty finding qualified persons who can deal with complicated, multifaceted problems faced by foreign residents.

(3) Poor access to necessary information on living in Japan

- Some foreign residents face various challenges because they do not have enough information on systems or procedures necessary for living in Japan or available support services (during the early stages of their life in Japan).

(4) Shortage of sources of assistance

- A lack of recognition or the absence of appropriate local sources of assistance makes it impossible to connect foreign residents to the correct sources of assistance that they need to solve their issues.

Measures

Training for support professionals

Certification system for support professionals

Appropriate provision of information by support professionals

Increase in the number of sources of assistance by support professionals (including cross-regional cooperation)

Start to discuss these issues alongside promotion of the assignment of Foreign National Support Coordinators in order to realize a society of harmonious coexistence with foreign nationals from FY2023 onward.

Implementing these measures requires training and certification systems for Foreign National Support Coordinators.

(Ref. 12-1) Roles of Foreign National Support Coordinators (Outline of Roles)

Roles to fulfill

Roles expected

Consulting support

Preventive support

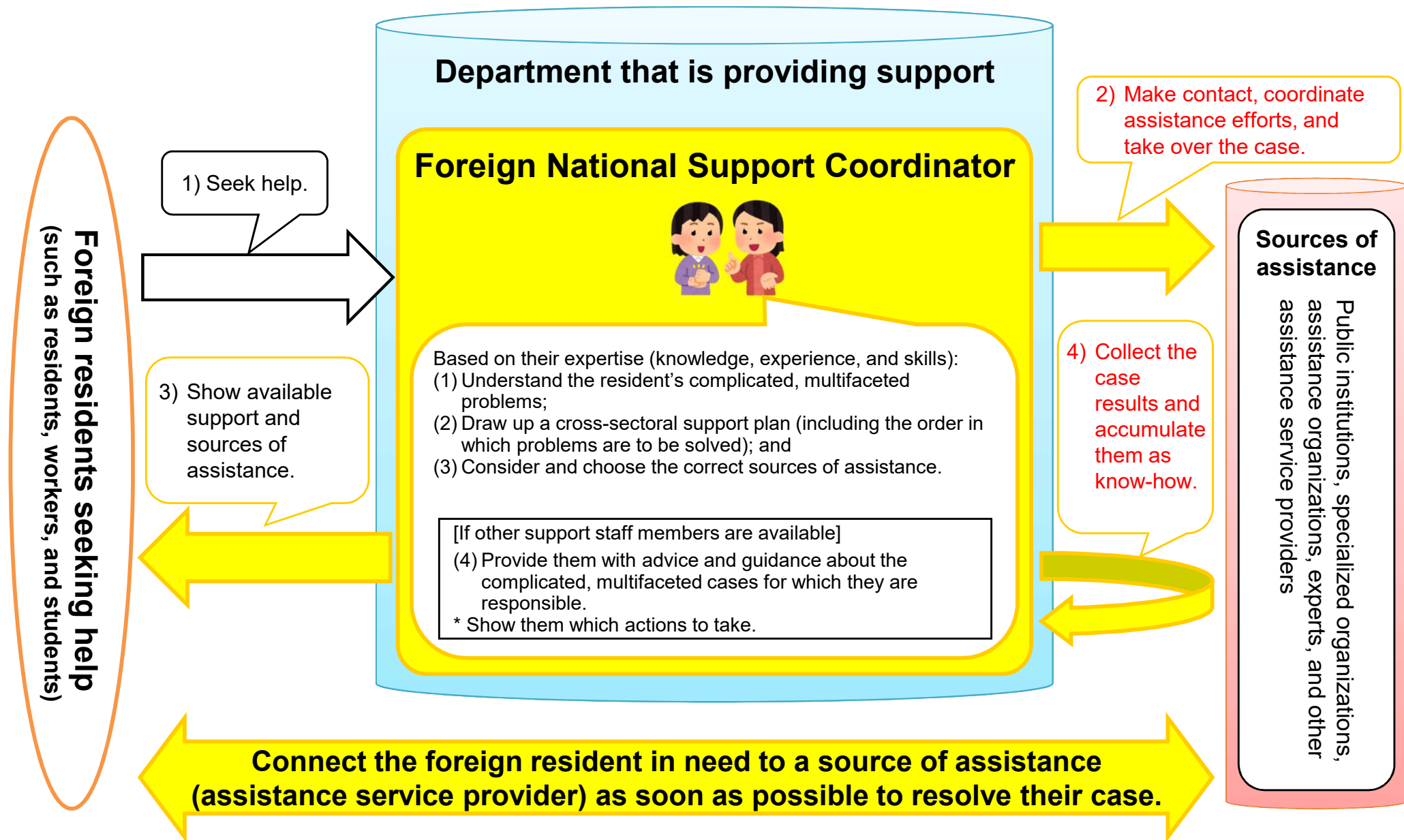
Foundation for smoothly connecting foreign residents to appropriate sources of assistance

Promote mutual understanding with sources of assistance and increase the sources of assistance based on support needs

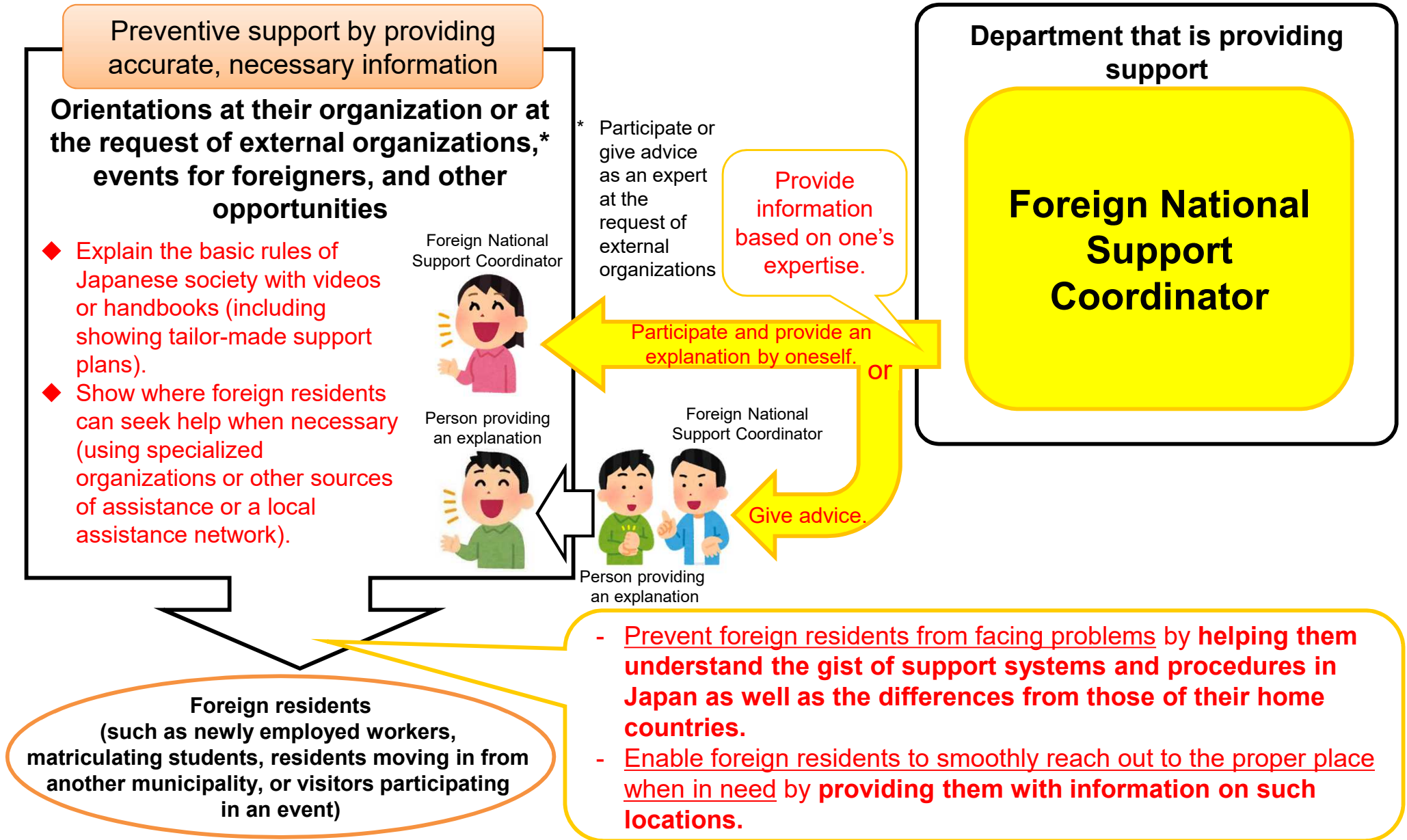
Cooperate to improve the environment for accepting foreign nationals by sharing challenges* identified through individual support

* Such as problems faced by local foreign residents and shortages of sources of assistance

(Ref. 12-2) Roles of Foreign National Support Coordinators (Consulting Support)



(Ref. 12-3) Roles of Foreign National Support Coordinators (Preventive Support)



(Ref. 12-4) Roles of Foreign National Support Coordinators (e.g., in Expanding Partnerships to Respond to Needs for Consultation)

To duly provide responsive and preventive assistance, mutual understanding with partners and expansion of partnerships for responding to needs for consultation must be sought by Foreign National Support Coordinators. These efforts should not be divided into isolated tasks. Rather, they should be pursued together to underpin both responsive and preventive assistance.

Promote mutual understanding with sources of assistance and increase sources of assistance based on support needs

- **Accurately assess the functions and structures of each partner as well as relevant institutional arrangements. Ensure partners have an understanding of the functions and structures of the units mandated to respond to consultations.**
 - ⇒ **Ensure and maintain more organic partnerships built on mutual understanding.**
- **Expand partnerships in accordance with current and future needs for consultation (i.e., secure new partners).**
 - ⇒ **Continuously provide sufficient assistance**

(Ref. 13) Abilities Required of Foreign National Support Coordinators (Four Abilities)

Ability to accurately understand the status of residence of foreign residents

- Knowledge of institutional arrangements that govern entry, exit, and residency of foreign nationals
⇒ **Knowledge about immigration control laws and regulations**

Ability to understand different cultures and values

- Knowledge of foreign cultures, customs, and values
⇒ **Cross-cultural understanding**

Ability to help foreign residents adequately solve their complicated, multifaceted problems

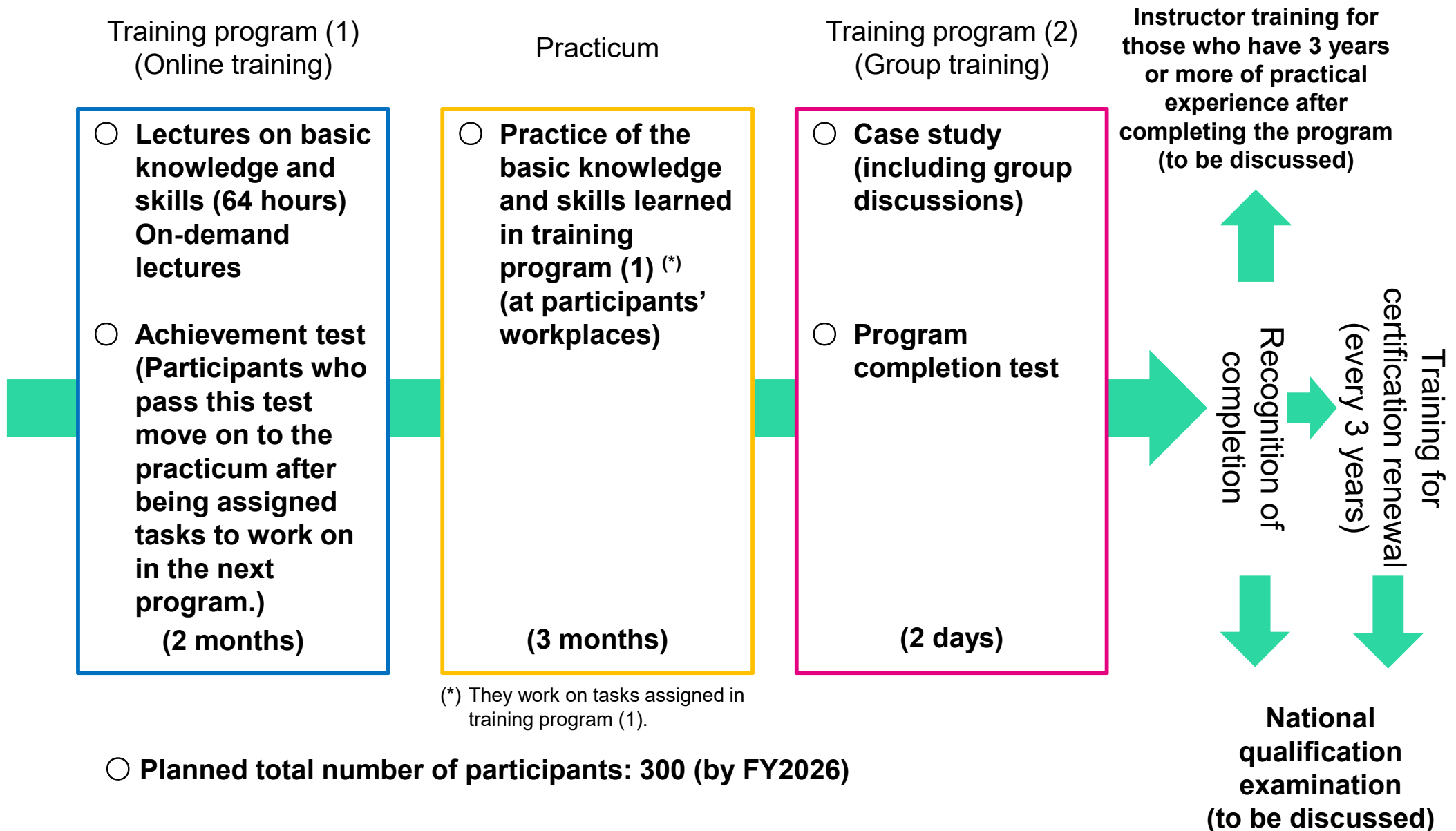
- Knowledge and skills for accurately assessing problems faced by foreign nationals who seek consultation based on relationships of trust with them
⇒ **Knowledge and skills for responding to consultations**
- Knowledge and skills for accurately assessing complex, multi-layered issues raised in consultation
⇒ **Knowledge and skills related to the proper consultation support process, and analysis of the problems faced by foreign nationals in their daily lives and their backgrounds (e.g., matters pertaining to children, women, the elderly, and workers)**
- Knowledge and skills for formulating appropriate plans for offering assistance, offering appropriate advice, and communicating and coordinating with partners
⇒ **Code of conduct (values and ethics) of Foreign National Support Coordinators, self-understanding and understanding of others by Foreign National Support Coordinators, and formulation of plans for offering assistance**
- Knowledge and skills for providing guidance and advice on complex, multi-layered issues handled by other personnel tasked with responding to consultations
⇒ **Method for providing guidance and advice (considered for training of trainers)**

Ability to connect foreign residents to appropriate sources of assistance

- An understanding of the roles of the relevant agencies in each area as well as knowledge of Japanese laws, regulations, and institutional arrangements concerning residency and employment of foreign residents
⇒ **Knowledge of the purposes, governing laws, and roles of national government organs and Japan's laws and systems related to foreign residents' lives and employment as well as similar systems of foreign countries**
- Skills in building good relationships with and collaborating with relevant organs
⇒ **Skills in building good relationships with and collaborating with relevant organs**

* Aside from the aforementioned skills, Foreign National Support Coordinators must maintain an attitude of serving foreign nationals who have problems in their lives in Japan with respect for foreign nationals' dignity and human rights, and must practice empathy and patience no matter the circumstances by carefully listening to their concerns and putting themselves in foreign nationals' places.

(Ref. 14) Training for Foreign National Support Coordinators (Outline)



(Ref. 15-1) Knowledge and Skills to Be Acquired in Training Program 1 (Proposal)

Item	Knowledge and skills to be acquired	Hours of instruction
A	Significance of the deployment of Foreign National Support Coordinators	4
B	Knowledge for accurately assessing the statuses of residency of foreign nationals	6
C	Knowledge for understanding different cultures and values	6
D	Knowledge and skills for responding to consultations from foreign nationals on complex, multi-layered issues and guiding them to appropriate solutions	24
E	Knowledge for swiftly referring foreign nationals to appropriate sources of assistance	24
	Total	64

* Among these items, A must be mastered prior to the four kinds of specific knowledge and skills expected of Foreign National Support Coordinators listed in B through E.

(Ref. 15-2) Proposed Lectures for Acquiring Required Knowledge and Skills in Training Program 1 (1)

A. Significance of the deployment of Foreign National Support Coordinators

Lecture title	
1	The significance of the deployment of Foreign National Support Coordinators

B. Knowledge for accurately assessing the statuses of residency of foreign nationals

Lecture title	
1	Current state of entry and residency of foreign nationals in Japan
2	Immigration Control Act (entry, exit, deportation procedures, and refugee recognition)
3	Immigration Control Act (residency)
4	Nationality Act (naturalization and statelessness)

C. Knowledge for understanding different cultures and values

Lecture title	
1	Introduction to multicultural coexistence
2	Cross-cultural understanding

D. Knowledge and skills for responding to consultations from foreign nationals on complex, multi-layered issues and guiding them to appropriate solutions

Lecture title	
1	Knowledge and skills for responding to consultations
2	Knowledge and skills related to the proper consultation support process
3	Values and ethics of Foreign National Support Coordinators, and self-understanding and understanding of others
4	Problems faced by foreign nationals in their daily lives and their backgrounds (e.g., matters pertaining to children, women, the elderly, and workers)
5	Cases, the significance and method of case studies, supervision, etc.

(Ref. 15-3) Proposed Lectures for Acquiring Required Knowledge and Skills in Training Program 1 (2)

E. Knowledge for swiftly referring foreign nationals to appropriate sources of assistance

Lecture title	
1	Current state of inclusive measures for foreign nationals (e.g., the Roadmap and Comprehensive Measures)
2	Roles of relevant agencies and their administrative services
	Consultation and support related to the basic resident register and family register
	Consultation and support related to working conditions (e.g., contracts, wages, working hours, and career support)
	Consultation and support related to safety, health, and accident compensation
	Consultation and support related to harassment and mental health
	Consultation and support related to public health and medical care
	Consultation and support related to pregnancy and child delivery
	Consultation and support related to social insurance and public assistance
	Consultation and support related to human trafficking and domestic violence
	Consultation and support related to school education and scholarships
	Consultation and support related to Japanese language education
	Consultation and support related to income, inhabitant taxes, and the like
	Consultation and support related to residency
Consultation and support related to other rules for living in Japan	
3	Skills for forging relationships with relevant agencies and partnering with them

(Ref. 16) Intended National Qualification for Foreign National Support Coordinators (Experts)

In order to produce a large number of highly qualified Foreign National Support Coordinators and to ensure their professional role takes root in society, professionals also need to be trained and certified to serve as role models for their junior peers, to provide them with necessary advice and guidance, and to support their professional development.

National qualification for Foreign National Support Coordinators

* The national qualification shall be considered from FY2023.



* Completion of training is to be required for certification renewal (expected to be done every three years) to maintain and enhance their levels of expertise.

(Ref. 17-1) The Hearings with the Relevant Parties

A broad range of relevant parties were interviewed to foster discussion of the roles of professionals who coordinate comprehensive support.

	Date	Interviewed parties	URL for accessing the interview results
1	November 15, 2022 (Tue)	- HAMAMATSU PLANNING & COORDINATING DEPARTMENT International Affairs Division - Hamamatsu Foundation for International Communication and Exchange	https://www.moj.go.jp/isa/policies/policies/04_00050.html
2	November 17, 2022 (Thu)	- Tochigi International Association	
3	November 17, 2022 (Thu)	- Multicultural Society Section, Social Activities Promotion Division, Community Affairs Department, Bureau of Community and Cultural Affairs, Aichi Prefecture - Aichi International Association	
4	November 22, 2022 (Tue)	Oizumi Town Hall Planning Department Multicultural Cooperation Division	
5	November 22, 2022 (Tue)	- Sendai Tourism, Convention and International Association	
6	December 16, 2022 (Fri)	- General Affairs Division International Affairs Bureau City of Yokohama - Yokohama Association for International Communications and Exchanges	
7	December 21, 2022 (Wed)	Angelo Ishi Musashi University, Faculty of Sociology	
8	December 22, 2022 (Thu)	KIKUCHI Akiyoshi (Institute for Multicultural Society Professionals)	
9	December 23, 2022 (Fri)	IKUKO YAMAURA	
10	December 26, 2022 (Mon)	Kanagawa Prefectural Government Child Education Support Division	

(Ref. 17-2) The Hearings with the Relevant Parties

	Date	Interviewed parties	URL for accessing the interview results
11	January 25, 2023 (Wed)	Vietnam Mutual Aid Association in Japan	https://www.moj.go.jp/isa/policies/policies/04_00050.html
12	January 26, 2023 (Thu)	NPO Multilanguage Center FACIL/ Mukogawa Wemen's University	
13	January 30, 2023 (Mon)	Council of Local Authorities for International Relations (自治体国際化協会(CLAIR))	
14	January 30, 2023 (Mon)	International Organization for Migration	
15	February 7, 2023 (Tue)	The Japan Federation of Certified Administrative Procedures Legal Specialists Associations	
16	February 9, 2023 (Thu)	Japan Chamber of Commerce and Industry	
17	February 17, 2023 (Fri)	Japan Federation of Bar Associations	
18	February 20, 2023 (Mon)	Nihongo kyōikukikan dantai renraku kyōgikai	
19	February 21, 2023 (Tue)	Keidanren (Japan Business Federation)	
20	February 22, 2023 (Wed)	Japanese Association of Certified Social Workers	