

**Educational Material of Specified
Skills System in the Field of
Building Cleaning Management
(For Foreign Nationals with
Specified Skills)**

March 2023

**@global, Ltd.
(Ministry of Health, Labor and Welfare-
commissioned project)**

Introduction

In April 2019, a new status of residence called "Specified skills" went into effect with the aim of accepting 345,000 people over the five years spanning 2019 to 2023. There are currently 12 fields of industry open to Specified skilled workers, and 35,000 people are expected to be accepted in the field of building cleaning management.

This guidebook covers the following items:

1. Overview of the status of residence "Specified skills (i)"
2. Working with the status of residence "Specified skills (i)"
3. "Specified skills (i)" in the field of building cleaning management
4. Introduction to assistance for entry and life in Japan

In this guidebook, we have provided easy-to-understand explanations of key points about work in this field of building cleaning management, which is not well known overseas.

There are currently 4,871,133 foreign nationals with Specified skills working in the field of building cleaning management (as of the end of June 2022), and we hope you will use this guidebook to gain a better understanding of what it is like to work in this field, where the number of foreign nationals with Specified skills is gradually increasing.

This guidebook was prepared as part of the Ministry of Health, Labour and Welfare-commissioned project, "Set of surveys on the optimization of the acceptance system for foreign human resources in the field of building cleaning management," and we hope that it will help you take concrete actions for employment in the building cleaning field using Specified skills.

Ministry of Health, Labour and Welfare-commissioned project "Set of surveys on the optimization of the acceptance system for foreign human resources in the field of building cleaning management"

FY2022 Consignee: @global, Ltd.



Introduction	2
1 Status of residence "Specified skills (i)"	4
1.1 Features of "Specified skills (i)"	4
2 Working with the status of residence "Specified skills (i)"	5
2.1 Working as Specified skills (i)" (Procedures up to joining a company)	5
2.2 Criteria for working as "Specified skills (i)"	7
3 "Specified skills (i)" in the field of building cleaning management	8
3.1 Jobs in building cleaning	8
3.1.1 Workplaces for cleaning	8
3.1.2 How to clean	8
3.1.3 Pay at building cleaning companies	10
3.1.4 Career development	10
3.1.5 Voices from your seniors working in building cleaning	11
3.1.6 How to find a job	11
3.1.7 What to do to obtain "Specified skills (i)" in the field of building cleaning management	12
3.18 How to study for the exam	13
3.19 Details of the building cleaning management examination	14
4 Introduction to assistance for entry and life in Japan	15
5 Conclusion	16

1
Status of residence "Specified skills (i)"

2
Working with the status of residence "Specified skills (i)"

3
"Specified skills (i)" in the field of building cleaning management

4
Introduction to assistance for entry and life in Japan

5
Penutup



1 Status of residence "Specified skills (i)"

1.1 Features of "Specified skills (i)"

1. Specified skills (i) is a status of residence for work-ready foreign human resources with certain specific expertise and skills to work in Japan and address the serious labor shortage. The Specified skills status has two types: (i) and (ii).
2. The industry fields open for "Specified skills (i)" and "Specified skills (ii)" are indicated as follows.

* This handbook focuses on working with a status of "Specified skills (i)" in the building cleaning management industry.

Industry field	Specified skills (i)	Specified skills (ii)
Care Worker	○	
Building Cleaning Management	○	
Machine Parts & Tooling Industries	○	
Industrial Machinery Industries	○	○
Electric, Electronics, and Information Industries	○	○
Construction Industry	○	
Shipbuilding and Ship Machinery Industry	○	
Automobile Repair and Maintenance	○	
Aviation Industry	○	
Accommodation Industry	○	
Agriculture	○	
Fishery & Aquaculture	○	

3. If you have completed Technical Intern Training (ii), you will be qualified to obtain Specified skills (i).
4. Even when you have not completed Technical Intern Training (ii), if you pass examinations (the skills exam and the Japanese language test), you will be qualified to obtain Specified skills (i).¹
5. Specified skills (i) allows you stay and work up to five years at the maximum. Changing workplaces is also possible.
6. If you meet the requirements, you can also change your status of residence to another status such as "Engineer / Specialist in Humanities / International Services, etc.

¹ If a Technical intern trainee changes his/her status of residence to Specified skills (i) in the same job category, passing the examinations (the skills exam and Japanese language) will not be required. However, if he/she wants to work in a different job category with Specified skills (i) after completing Technical Intern Training, passing the exams will be required.

2 Working with the status of residence "Specified skills (i)"

2.1 Working as Specified skills (i)" (Procedures up to joining a company)

1. If you are in Japan now and working as a technical intern.



- Technical intern trainees in the field of building cleaning management who have passed Technical Intern Training (ii) will be exempted from both the Japanese language test and the skills exam. This will make the process much easier for you.
- Technical interns from a field other than the field of building cleaning management will be exempted from the Japanese language test. However, they are still required to pass the building cleaning management skills (i) evaluation test accompanied by an official job offer from a building cleaning company. We encourage you to consult thoroughly with your present company, and then start studying for the examination and looking for new employment.

2. If you are studying in Japan now



1 Status of residence "Specified skills (i)"

2 Working with the status of residence "Specified skills (i)"

3 "Specified skills (i)" in the field of building cleaning management

4 Introduction to assistance for entry and life in Japan

5 Penutup

- Foreign students who are studying in Japan now are permitted to do part-time work up to 28 hours a week. You are strongly advised to abide by this regulation otherwise a new status of residence may not be issued.
- * Some foreign students were not approved to change their status of residence to Specified Skills because a graduation certificate was not issued for them. We encourage you to study well to finish the school and receive the graduation certificate.

3. If you used to be a technical intern in Japan but presently live in another country: If you have completed Technical Intern Training (ii) in the field of building cleaning management



- If you completed Technical Intern Training (ii) and returned to your home country, but now you desire to work in Japan again, you will be allowed to do so with the status of "Specified skills (i)".
- For those who completed Technical Intern Training (ii) in the building cleaning management industry and who desire to work with the status of "Specified skills (i)," no examination is required.

4. If you have completed Technical Intern Training in a field other than the building cleaning management



- For those who completed Technical Intern Training (ii) in another industry and returned to their home country, the Japanese language test will be exempted. However, passing the building cleaning management skills (i) evaluation test will still be required.

5. If you are overseas now and desire to work in Japan



- We encourage you to study for the examination to obtain "Specified skills (i)" and pass a Japanese language test and the skills exam which are held overseas.²

2.2 Criteria for working as "Specified skills (i)"

In order to work with the status of "Specified skills (i)" you must meet the following criteria:

1. Must be 18 years of age or older
2. Must be in good health
3. Must be in possession of a passport issued by a foreign government that cooperates in the smooth execution of deportation
4. A security deposit or others must not be collected
5. If the applicant is paying expenses to a foreign institution, the amount and breakdown must be fully understood and agreed upon with the institution
6. Must comply with established procedures of the sending country
7. Regarding the expenses regularly borne by the foreign national (such as food and living expenses), an agreement is made with full understanding of the benefits to be provided in return, the amount of such expenses is the actual cost or other appropriate amount, and a detailed statement or other document is presented
8. Conform to the standards specific to the field (*described in the public notice issued by the ministry overseeing the field)

1 Status of residence "Specified skills (i)"

2 Working with the status of residence "Specified skills (i)"

3 "Specified skills (i)" in the field of building cleaning management

4 Introduction to assistance for entry and life in Japan

5 Penutup

² It is also possible to enter Japan with a short-term visa and take the skills exam of building cleaning management field in Japan.

3 "Specified skills (i)" in the field of building cleaning management

3.1 Jobs in building cleaning

3.1.1 Workplaces for cleaning

Cleaning at different places such as a shopping mall, a hospital, a hotel, etc.



3.1.2 How to clean

The basic tasks are wiping, sweeping, and cleaning the bathroom.

When cleaning windows, care must be taken to ensure that no residue is left behind to spoil the aesthetics of the window.

When sweeping, care should be taken to avoid scattering dust and dirt to the surrounding area.

When cleaning the bathroom, it is necessary to wear protective gloves and to take care of your own hygiene. In addition, it is essential to use each cleaning piece of equipment separately according to cleaning objects usage in order to avoid spreading bacteria. (Ex. A rag used for cleaning the toilet should not be used for other objects)

By learning the names of specialized cleaning tools and learning cleaning procedures, etc., you will be able to pass the skills exam.

Bathroom



Wiping windows



Floor



1 Status of residence "Specified skills (1)"

2 Working with the status of residence "Specified skills (1)"

3 "Specified skills (1)" in the field of building cleaning management

4 Introduction to assistance for entry and life in Japan

5 Penutup

3.1.3 Pay at building cleaning companies

If you work for a Japanese building cleaning company, the base pay will be approximately 170,000 to 190,000 JPY.

(Reference) Job openings at building cleaning companies

		Company B (full-time)
Location	Osaka/Aichi	Kanto region
Pay	170,000 JPY or more (excluding allowances)	200,000 JPY or more (including overtime)
Company size	1,000 employees or more	500 employees or more
Benefits	Transportation expenses covered Social insurance/Employment insurance enrolled	Paid leave granted, transportation expenses covered, work uniform provided, social insurance enrolled, birthday gift

Source: "Survey on the foreign human resources system optimization in the field of building cleaning management 2021"

In terms of job seeking, if you focus solely on payment offers, it is true that pay in other regions is lower than Tokyo. However, employment in other regions comes with benefits such as lower costs of living and lower rental fees, therefore your real take-home pay will be higher than if you work in Tokyo.

3.1.4 Career development

Those who work with "Specified skills (i)" can work as entry level cleaning staff or take a position as a team leader.

Career development process may differ from company to company. Here is an example for your career development.

STEP 1: You can carry on your cleaning tasks under the supervision of your supervisor.

STEP 2: You can take the lead for your junior co-workers while carrying on your cleaning tasks.

STEP 3: You take responsibility as a mentor or consultant for other technical interns or foreign workers.

STEP 4: You are assigned as a team leader. You can communicate with a building owner or personnel working in the head office of your company.

A high level of Japanese language skill is necessary to be entrusted with responding to a building owner who is your client or communicating with Japanese co-workers as described in STEP 4.

Your continuous effort to keep studying the Japanese language even after you find a job in the field of building cleaning management will improve your career development.





3.1.5 Voices from your seniors working in building cleaning

Nationality: Thai (man)

- I go to a cleaning site (office building) together with 2-3 of my co-workers.
- Because a car is provided for transportation between cleaning sites, there is no need to worry about it.
- I am satisfied with my current pay.
- I have no intention of changing my building cleaning job.

Nationality: Vietnam (man)

- Because the company staff helped me, I was able to pass the skills exam after studying about two weeks.
- Many seniors in the company are friendly, and I enjoy this job.
- I want to make a progress faster so that I can help my juniors to learn this job.

Nationality: Myanmar (woman)

- My job is to do the cleaning work at a hotel.
- I am responsible for checking after the part-time workers have finished cleaning.
- My goal is to eventually get hired for the "Inspection" position.
- The managers at my workplace are friendly and kind, and I am enjoying this job.

3.1.6 How to find a job

Japanese building cleaning companies post job offers on their websites or SNS. If you are currently in Japan, you can apply to a company that interests you.

Even if you return to your home country once, you can find a job through a sending agency or employment agency which introduces companies.

(Example) How to find job openings in the building cleaning field

Ex. 1: Apply for a job with the company in Japan directly through their website or SNS.

Ex. 2: Contact a sending agency to ask if there are any job openings available.

Ex. 3: Register yourself with an employment agency as a foreign worker who wishes to utilize the Specified Skills System.

ASCF ビルクリーニング外国人材受入支援センター
Acceptance Support Center for Foreign talent

1 Status of residence "Specified skills (I)"

2 Working with the status of residence "Specified skills (I)"

3 "Specified skills (I)" in the field of building cleaning management

4 Introduction to assistance for entry and life in Japan

5 Penutup

3.1.7 What to do to obtain "Specified skills (i)" in the field of building cleaning management

You must take and pass the building cleaning management skills (i) evaluation test and the Japanese language test.

For the Japanese language test, you need to pass either the Japanese-Language Proficiency Test (JLPT) N4 or the Japan Foundation Test for Basic Japanese (JFT-Basic).

	Japanese language test	Skills exam (building cleaning management)
Type	Japanese-Language Proficiency Test (JLPT) https://www.jlpt.jp/ Japan Foundation Test for Basic Japanese (JFT-Basic) https://www.jpf.go.jp/jft-basic/	Building cleaning management skills (i) evaluation test https://www.j-bma.or.jp/examination
Test area	Japan	Japan, Indonesia, Myanmar, and the Philippines
Test date	Japanese-Language Proficiency Test (JLPT) is held: 4 times a year http://ac.prometric-jp.com/common_contents/test-dates.html	2-4 times a year (FY2022)
Duration until announcement of the results	About 2 months	About 1 month
Others	If you need the certificate to be issued Japanese-Language Proficiency Test https://www.jlpt.jp/certificate/index.html	If a copy of the certificate is required for your visa application Foreign workers who have passed the exam can also apply for the issuance of a certificate of passing the exam, but if you are unsure, please check with the company where you were assigned to work under the specified skill (i). The company where you are supposed to work with the status of the specified skills (i) is to pay the fee for the certificate issuance (14,300 JPY, tax included).

The schedule for future exams can be found at the following website of the Japan Building Maintenance Association.

<https://www.j-bma.or.jp/qualification-training/zairyu>

3.18 How to study for the exam

Textbooks designed to prepare you for the exam and videos to help you understand building cleaning manager work better are available. Make the best use of them!

Textbooks designed for the building cleaning management exam

Textbook for the examination published by Japan Building Maintenance Association

Study text for the building cleaning management skills (i) evaluation test (e-book edition)

(available in Japanese and 7 other languages)

(Can be checked from the following URL or QR code)

<https://www.j-bma.or.jp/qualification-training/zairyu>



Video to explain the overview of the specified skills exam

(Can be checked from the following URL or QR code)

<https://www.youtube.com/watch?v=qA0qVg408nM>



1
Status of residence "Specified
skills (i)"

2
Working with the status of
residence "Specified skills (i)"

3
"Specified skills (i)" in the field
of building cleaning
management

4
Introduction to assistance for
entry and life in Japan

5
Penutup

3.19 Details of the building cleaning management examination

There is a judgment test and a practical skills test in the building cleaning management examination.

Here are some past test examples.

Examples of a judgment test (conducted in Japanese) (indicate the source)

(Can be checked from the following URL or QR code)

https://www.j-bma.or.jp/wp-content/uploads/2019/12/2019tokutei_mondai_v2.pdf



Examples of a practical skills test (conducted in Japanese)

Some cleaning equipment is prepared at the test site.

You are required to use the equipment to do some of tasks listed below.

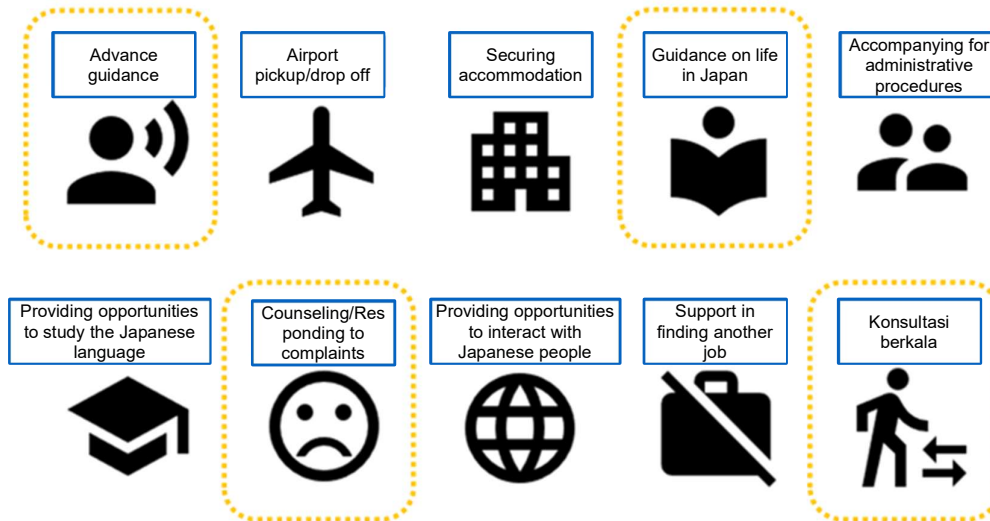
(Can be checked from the following URL or QR code)

<https://www.j-bma.or.jp/wp-content/uploads/2022/01/2021%E5%AE%9F%E6%8A%80%E8%A9%A6%E9%A8%93%E5%95%8F%E9%A1%8C%E6%97%A5%E6%9C%AC%E8%AA%9E-%E8%B3%87%E6%A9%9F%E6%9D%90%E5%85%A5%E3%82%8Afix.pdf>



4 Introduction to assistance for entry and life in Japan

For those who work with the status of "Specified skills (i)", the following assistance for entry and life in Japan will be provided.



Your company and registered support organization will provide the following support.

1. If you sign a contract with a company, the company will explain to you "the contents of the contract and job details" before you apply for the status of residence.
2. When you arrive in Japan, individuals from your company will pick you up at the airport and take you to your office or home. Also, when you return to your country, someone from the company will escort you to the airport security checkpoint.
3. The company will be the guarantor of the house that you will live in, or they will rent or lease housing for you (company housing). The company can also assist you in opening a bank account, mobile phone plan, electricity and gas contracts.
4. The employees at the company will teach you the rules and manners of Japan. The company will assist you in getting on a bus or train, and what to do in case of an earthquake or other disaster.
5. An individual from the company will accompany you to the city hall to take care of taxes and other procedures. The company can also assist you with paperwork.
6. Individuals from the company will guide you to a school to study Japanese, etc.
7. If you have any problems, you can ask for help and receive advice in your native language.
8. Individuals from the company will guide you to nearby festivals to give you a chance to talk with Japanese people nearby.
9. If you are told to quit a company, the company will support you in finding another job.
10. Have regular meetings with the company's support leaders. If you have a problem with your work, you can consult them.

Source: Immigration Services Agency, "Specified Skills Guidebook" (for foreign residents)

1
Status of residence "Specified skills (i)"

2
Working with the status of residence "Specified skills (i)"

3
"Specified skills (i)" in the field of building cleaning management

4
Introduction to assistance for entry and life in Japan

5
Penutup

5 Conclusion

The "building cleaning industry" in Japan is a business that supports people's lives from a health perspective by keeping the environment inside buildings hygienic and clean. Creating a clean and hygienic environment to welcome guests is a part of "Omotenashi" which is a hallmark of the world-renowned Japanese "culture" and "business". However, building cleaning is also a new form of business with only a half century of history dating from the 1950s.

By taking advantage of the Specified Technical Skills 1 system to acquire Japanese "building cleaning" skills, foreign human resources can learn business know-how and "aim for career advancement in Japan" or "establish an environmental business in their home country".

We hope that this guidebook will help sending agencies deepen their understanding of jobs in the field of building cleaning management, which is still under-recognized overseas due to the small number of trainees returning from technical training, and that this guidebook will be used as an aid in sending out foreign human resources.

1
Status of residence "Specified skills (i)"2
Working with the status of residence "Specified skills (i)"3
"Specified skills (i)" in the field of building cleaning management4
Introduction to assistance for entry and life in Japan5
Penutup