

Educational Material of Specified Skills System in the Field of Building Cleaning Management (For Sending Agencies)

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 from 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. Details of the status of residence "Specified skills (i)"
2. Features of sending out individuals under the specified skills system
3. "Specified skills (i)" in the field of building cleaning management
4. Supports from Japanese side in sending out individuals under the technical intern or specified skills (i)

It aims to provide useful information for sending organizations in sending out foreign human resources.

This guidebook was prepared as part of the Ministry of Health, Labor 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, Labor 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 Details of the status of residence "Specified skills (i)"	4
1.1 Specified skills (i)	4
1.1.1 Features of "Specified skills (i)"	4
1.1.2 Number of residence with Specified skills (i)/Number of employing companies	4
1.2 Examinations required to obtain Specified skills (i)	5
2 Features of send-out under the specified skills system	7
2.1 Countries qualified for send-out	7
2.2 Low chart showing sending process for foreign human resources as Specified skills (i)	9
2.3 Flow Chart Showing Sending Process Under the Specified Skills System and Technical Intern Training System:	9
2.4 Costs of each organization in send-out	10
3 "Specified skills (i)" in the field of building cleaning management	11
3.1 Jobs in building cleaning	11
3.1.1 Workplaces for cleaning	11
3.1.2 How to clean	11
3.1.3 Pay at a building cleaning management company	13
4 Support from Japanese side in sending out individuals under the technical intern or specified skills (i)	14
5 Conclusion	16

1
Details of the status of
residence "Specified skills (i)"

2
Features of send-out under the
specified skills system

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

4
Support from Japanese side in sending
out individuals under the technical
intern or specified skills (i)

5
Conclusion



1 Details of the status of residence "Specified skills (i)"

1.1 Specified skills (i)

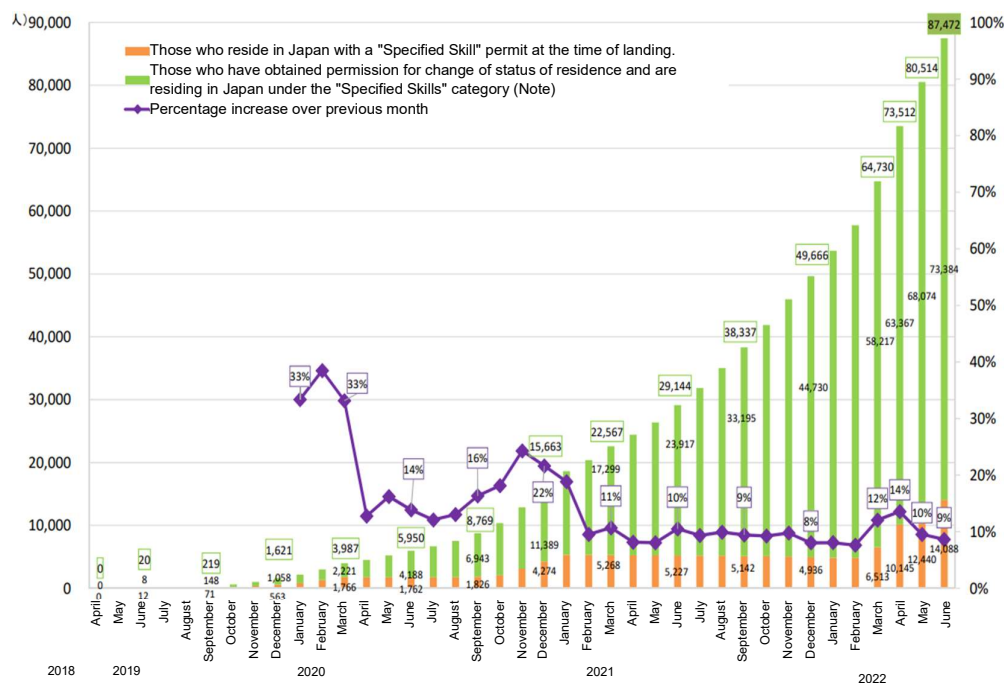
1.1.1 Features of "Specified skills (i)"

Specified skills (i) = Between highly skilled human resources and inexperienced human resources

Specified skills (i), which went into effect in April 2019, is for middle-skills human resources between highly skilled and inexperienced human resources. This status will lead to a reduction in work-support costs through in-sourcing and open a path for career development to highly skilled human resources (Engineer / Specialist in Humanities / International Service) depending on requirements.

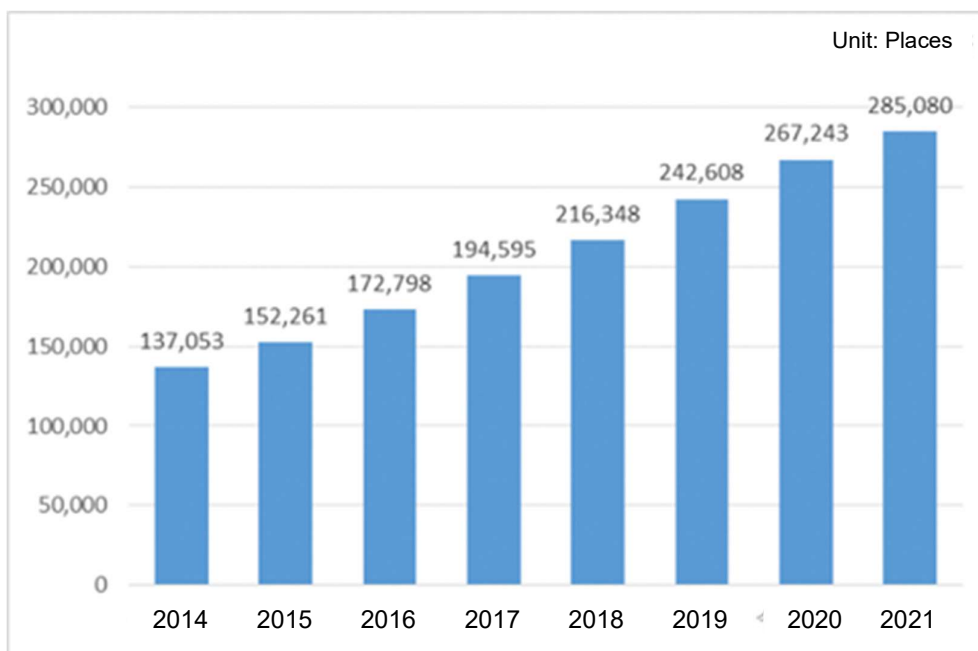
1.1.2 Number of residence with Specified skills (i)/Number of employing companies

Specified skills (i) is a status of residence that is expanding at the highest rate.



Source: Immigration Services Agency

Those who have completed Technical Intern Training (ii) will continue to have their status of residence shifted to Specified skills (i). In addition, with the convergence of the coronavirus, Specified skill tests are being held overseas, and the number of institutions affiliated with Specified skills that utilize the Specified Skills System is increasing.



Source: Ministry of Health, Labour and Welfare

1.2 Examinations required to obtain Specified skills (i)

You need to take and pass the building cleaning management skills (i) evaluation test and a 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). If a returnee from Technical intern shifts his/her status of residence to Specified skills (i) in the same job category, passing both the skills exam and Japanese language test is not required. However, if he/she wants to work in a different job category with Specified skills (i), passing the skills exams is required.

1 Details of the status of residence "Specified skills (i)"

2 Features of send-out under the specified skills system

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

4 Support from Japanese side in sending out individuals under the technical intern or specified skills (i)

5 Conclusion

1
Details of the status of residence "Specified skills (i)"2
Features of send-out under the specified skills system3
"Specified skills (i)" in the field of building cleaning management4
Support from Japanese side in sending out individuals under the technical intern or specified skills (i)5
Conclusion

	Japanese language test	Skills exam (building cleaning management)
Type	<p>Japanese-Language Proficiency Test (JLPT) https://www.jlpt.jp/</p> <p>Japan Foundation Test for Basic Japanese (JFT-Basic) https://www.jpf.go.jp/jft-basic/</p>	<p>Building cleaning management skills (i) evaluation test https://www.j-bma.or.jp/examination</p>
Test area	Japan	Japan, Indonesia, Myanmar, and the Philippines
Test date	<p>Japanese-Language Proficiency Test (JLPT) is held: 4 times a year</p> <p>JFT-Basic is held: https://www.jpf.go.jp/jft-basic/</p>	2-4 times a year (FY2022)
Duration until announcement of the results	About 2 months	About 1 month
Others	<p>If you need the certificate to be issued Japanese-Language Proficiency Test https://www.jlpt.jp/certificate/index.html</p>	<p>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).</p> <p>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).</p>

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>

2 Features of send-out under the specified skills system

2.1 Countries qualified for send-out

Countries that have concluded a bilateral Memorandum of Understanding with Japan are qualified for send-out.

The conclusion of the bilateral agreement between Japan and the sending countries is progressing for send-out under the specified skills system.

In some countries, a mediation from a sending organization is mandatory. Even in a country where a mediation from a sending organization is not required, sending organizations can be involved in human resource referral, training, or local procedures.

(Reference) Countries that have concluded the bilateral agreement and send-out situation

	Conclusion status of the bilateral agreement	Send-out through sending organizations	Publicly available information on sending organizations	Notes
Philippines	Concluded (March 19, 2019)	○	Disclosed	- Necessary documents should be submitted to the Philippine Overseas Labor Office (POLO) of the Embassy of the Republic of the Philippines in Japan, and to the Philippine Overseas Employment Administration (POEA) for registration as an agency with Specified skills.
Cambodia	Concluded (March 25, 2019)	○	Disclosed	- It is necessary to send out a Specified skilled foreigner workers through a sending agency accredited by the Cambodian government.
Nepal	Concluded (March 25, 2019)	○ (Optional)	-	- Matching of job offers and job seekers will be made through the Nepalese government and embassies.
Myanmar	Concluded (March 28, 2019)	○	Disclosed	- Referrals and employment contracts are required through local sending agencies accredited by the Myanmar government.

1 Details of the status of residence "Specified skills (i)"

2 Features of send-out under the specified skills system

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

4 Support from Japanese side in sending out individuals under the technical intern or specified skills (i)

5 Conclusion

1 Details of the status of residence "Specified skills (i)"	Mongolia	Concluded (April 17, 2019)	○ (Government agency)	Disclosed	- The "General Office of Labor and Welfare Services (GOLWS)" is considered the sole sending agency, and a contract must be concluded between the receiving organization and GOLWS regarding the sending and receiving of Specified skilled foreign workers in accordance with Mongolian law.
2 Features of send-out under the specified skills system	Sri Lanka	Concluded (June 19, 2019)	○ (Optional)	-	- The use of sending agencies is voluntary and does not necessarily require the use of sending agencies accredited by the Sri Lankan government.
3 "Specified skills (i)" in the field of building cleaning management	Indonesia	Concluded (June 25, 2019)	-	-	- The Indonesian government strongly prefers that Japanese host institutions register and recruit in the "Employment Information System (IPKOL)", which is a government-managed system for recruiting and job seeking.
4 Support from Japanese side in sending out individuals under the technical intern or specified skills (i)	Vietnam	Concluded (July 1, 2019)	○	Disclosed	- The applicant is required to sign a "Labor Supply Contract" with a sending agency accredited by the Department of Overseas Labor Management (DOLAB) of the Ministry of Labour, Invalids and Social Affairs of Vietnam, which specifies the type of industry to be recruited, the number of applicants, working conditions, etc.
5 Conclusion	Bangladesh	Concluded (August 27, 2019)	○ (Optional)	Disclosed	- The use of sending agencies is voluntary, but if you wish to use one, you must use an agency accredited by the Bangladesh government.
	Uzbekistan	Concluded (December 17, 2019)	○ (Optional)	-	- The use of sending agencies is voluntary and does not necessarily require the use of a sending agency accredited by the Government of Uzbekistan.
	Pakistan	Concluded (December 23, 2019)	○ (Optional)	-	- The use of sending agencies is voluntary and does not necessarily require the use of a sending agency accredited by the Government of Pakistan.

Thailand	Concluded (February 4, 2020)	○ (Optional)	Disclosed	- The use of sending agencies is voluntary, but if you wish to use one, you must use a sending agency accredited by the Thai government.
India	Concluded (January 18, 2021)	○ (Optional)	-	- The use of sending agencies is voluntary and does not necessarily require the use of a sending agency accredited by the Government of India.
Malaysia	Concluded (May 26, 2022)	Information not yet disclosed	Information not yet disclosed	
Laos	Concluded (July 28, 2022)	Information not yet disclosed	Information not yet disclosed	

(Note) ○ : Sending agencies are used (optional in some countries)

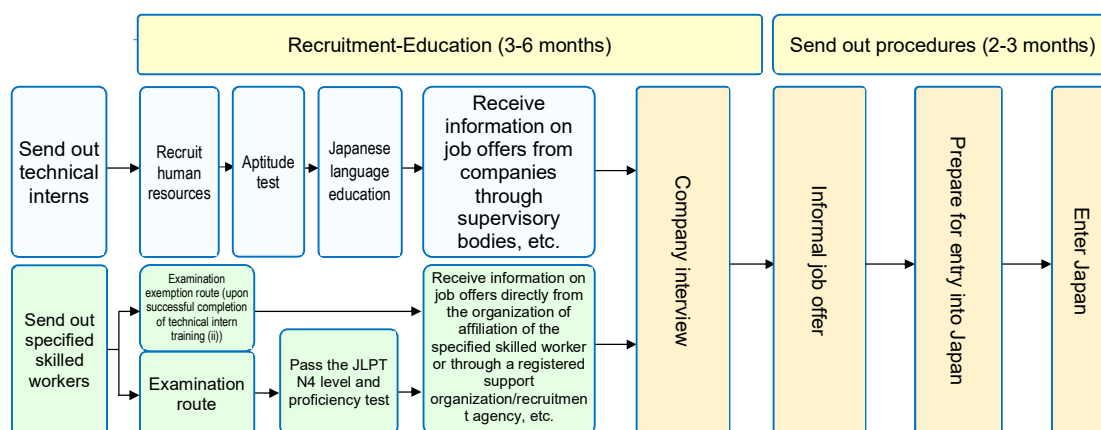
- : No mention of sending agency

Source: Immigration Services Agency

2.2 Low chart showing sending process for foreign human resources as Specified skills (i)

In sending out workers under the Specified Skills System, there are few cases of recruiting and training foreign human resources, not like the case of sending out workers under the Technical Internship System. Rather, the sending out is carried out by receiving job information in the Specified skills from organizations affiliated with Specified skills and registered support organizations, and introducing returnees from Technical Intern Training or those who have passed overseas examinations who wish to utilize the Specified Skills System to organizations affiliated with Specified skills in Japan.

2.3 Flow Chart Showing Sending Process Under the Specified Skills System and Technical Intern Training System:



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

1 Details of the status of residence "Specified skills (i)"

2 Features of send-out under the specified skills system

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

4 Support from Japanese side in sending out individuals under the technical intern or specified skills (i)

5 Conclusion

2.4 Costs of each organization in send-out

Unit: Yen

		Indonesia		Vietnam		Cambodia	
		Technical Intern Training System	Specified Skills System	Technical Intern Training System	Specified Skills System	Technical Intern Training System	Specified Skills System
From Foreign Workers	Commission	180,000 to 30,000	50,000 or less	360,000 to 500,000	50,000 or less	350,000 to 440,000	150,000 or less
From the supervising organization	Pre-education fee per person	10,000 to 50,000		15,000 to 30,000		15,000 to 30,000	
	Supervision fee per person	2,500 to 10,000		5,000 to 10,000		5,000 to 10,000	
From Registered Support Organizations and Host Institutions	Commission		200,000 or less		1 to 3 month's salary		2,000 to 3,000 per month*

*In the case that the sending organization uses the Specified Skills System and provides follow-up supports including visiting the host company

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

1
Details of the status of residence "Specified skills (i)"2
Features of send-out under the specified skills system3
"Specified skills (i)" in the field of building cleaning management4
Support from Japanese side in sending out individuals under the technical intern or specified skills (i)5
Conclusion

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, hospital, hotel, etc.



3.1.2 How to clean

The basic tasks include wiping, sweeping, and bathroom cleaning.

When wiping, you need to carefully wipe off any streaks that interfere with the clarity.

While sweeping, you should avoid scattering dust around.

In bathroom cleaning, you must take care of your personal hygiene and take measures such as wearing protective gloves. In addition, it is essential to use each cleaning piece of equipment separately according to cleaning object usage to avoid spreading bacteria. (Ex. A rag used for cleaning the toilet should not be used for other objects)

Remembering cleaning equipment names and cleaning procedures are necessary for passing the examination.

1 Details of the status of residence "Specified skills (i)"

2 Features of send-out under the specified skills system

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

4 Support from Japanese side in sending out individuals under the technical intern or specified skills (i)

5 Conclusion

1	Details of the status of residence "Specified skills (i)"
2	Features of send-out under the specified skills system
3	"Specified skills (i)" in the field of building cleaning management
4	Support from Japanese side in sending out individuals under the technical intern or specified skills (i)
5	Conclusion

Toilet/washroom



Window cleaning



Floor



3.1.3 Pay at a building cleaning management company

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 A (full-time)	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"

Gross salaries tend to be higher in cases where the location of the Specified Skills affiliated organization is in an urban area. However, there are benefits in regional areas such as lower costs of living and lower rental fees.

1 Details of the status of residence "Specified skills (I)"

2 Features of send-out under the specified skills system

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

4 Support from Japanese side in sending out individuals under the technical intern or specified skills (I)

5 Conclusion

4 Support from Japanese side in sending out individuals under the technical intern or specified skills (i)

Generally, support for procedures in Japan are provided by the supervising organization (*). On the other hand, in the case of Specified skills (i), the procedures on the Japanese side are either carried out by the organization itself or by a **"registered support organization"** commissioned by the organization to which the applicant belongs.

* When sending Technical training trainees in the group supervision-type

In the case of sending out workers with Specified Skills (i), after sending out foreign workers, support was mainly provided by the organization to which the personnel belonged or the registered support organization, and there was little involvement of the sending agency.

(Reference) Comparison of support details by supervising organizations or registered support organizations

Recruitment		Before entry into Japan		After entry into Japan							
Supervising organization Support/Management	Referral of workers and job interview * Collaboration with the sending organization	Establishing the internship plan Submission of the application to Organization for Technical Intern Training	Preparation and assistance before entry into Japan	Preparation and assistance after entry into Japan	Technical intern supervision (extracted from Conducting businesses for supervising organizations with License standards (ii))						
			<ul style="list-style-type: none">- Application or renewal of status of residence or visa- Support for traveling to Japan- Training before entry into Japan	<ul style="list-style-type: none">- Support for daily life- Support for studying the Japanese language- Arranging for a translator or interpreter to assist foreign workers	<ul style="list-style-type: none">- Regular inspection on providers of intern training- * The frequency is more than once every three months by applying the following:<ul style="list-style-type: none">- Things relating to onsite guidance (more than once per month)- Guidance on establishing the internship plan- Bearing the travel fee to return to home country- Things relating to specific job types or work						
* Support details before and after entry into Japan may differ by company. These are samples taken from some companies.											
Supports from registered support organizations	Referral of workers and job interview	Conclusion of employment contract	Mandatory support					Providing supports			
			Advance guidance	Pick-up	Providing guidance on life in Japan	Providing opportunities to study the Japanese language	Counseling/R esponding to complaints	Encouragement to interact with Japanese people	Support in finding another job	Providing job interviews	
			<ul style="list-style-type: none">- Describing working conditions and technical level- Procedures for entry into Japan- Ensuring that no security deposit is collected or no contract for penalty is made , etc.	<ul style="list-style-type: none">- Pick-up at entry into Japan- Drop-off when leaving Japan- Securing accommodation- Providing information on rental properties	<ul style="list-style-type: none">- Guidance on how to use financial institutions- Guidance on how to use medical institutions- Traffic rules and others	<ul style="list-style-type: none">- Information on admission to Japanese language institutions in the working area- Information on online Japanese language courses- Affiliated organizations for Specified skills make contracts with Japanese language teachersOne of the above is provided	<ul style="list-style-type: none">- Counseling/ Responding to concerns about daily life or social life	<ul style="list-style-type: none">- Providing information on opportunities to interact with local people presented by a local government or volunteer group.	<ul style="list-style-type: none">- Obtaining information on the next host- Introducing employment security organizations or employment service agencies- Issuing a letter of recommendation- Introducing job offering companies	<ul style="list-style-type: none">- Support with regular meetings (more than once every three months) with the employer (except Fishery & Aquaculture Field (fishery))	<ul style="list-style-type: none">- Establishing the support plan* Mandatory supports have to be mentioned in the plan

Source: Prepared by Immigration Services Agency.

(Reference) Details of mandatory support at registered support organizations

	Mandatory support items	Details
1	Prior guidance	<ul style="list-style-type: none"> After the employment contract is signed, explanation of working conditions, activities, immigration procedures, whether or not a security deposit is required, etc., either in person or via videoconference.
2	Airport pickup at the entry and airport drop off when leaving	<ul style="list-style-type: none"> Transportation to and from the airport and business or residence upon entry into the country. Transportation and accompaniment to and from the airport security checkpoint upon return.
3	Support for contracts necessary for securing housing and living	<ul style="list-style-type: none"> Become a co-signer. Provide company housing, etc. Assist in opening bank accounts, cell phone and lifeline contracts, etc., and assist in various procedures.
4	Living orientation	<ul style="list-style-type: none"> Explanation of Japanese rules and manners, how to use public institutions and contact information, and what to do in case of disasters, in order to ensure a smooth social life.
5	Accompanying for administrative procedures	<ul style="list-style-type: none"> Accompany and assist with documentation for residential, social security, tax, and other procedures as needed.
6	Providing opportunities to learn Japanese	<ul style="list-style-type: none"> Providing information on enrollment in Japanese language classes, etc., and information on Japanese language learning materials, etc.
7	Responding to consultations/complaints	<ul style="list-style-type: none"> Responding to consultations and complaints at the workplace and in daily life in a language that foreigners can fully understand, providing necessary advice and guidance according to the content, etc.
8	Encouraging to interact with Japanese people	<ul style="list-style-type: none"> Provide information on events such as community associations and other opportunities to interact with local residents, local festivals, and assist with participation in such events, etc.
9	Assistance in changing jobs (e.g., for staffing purposes)	<ul style="list-style-type: none"> Assistance in finding a new job when the employment contract is terminated due to the host's circumstances and preparation of letters of recommendation, as well as granting paid leave to conduct job search and providing information on necessary administrative procedures.
10	Regular interviews and reporting to government agencies	<ul style="list-style-type: none"> The person in charge of support meets regularly (at least once every three months) with the foreigner and his/her supervisor, etc., and reports any violations of the Labor Standards Act, etc.

Source: Outline of Support Plan (2) (Immigration Services Agency)

1
Details of the status of residence "Specified skills (i)"

2
Features of send-out under the specified skills system

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

4
Support from Japanese side in sending out individuals under the technical intern or specified skills (i)

5
Conclusion

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.