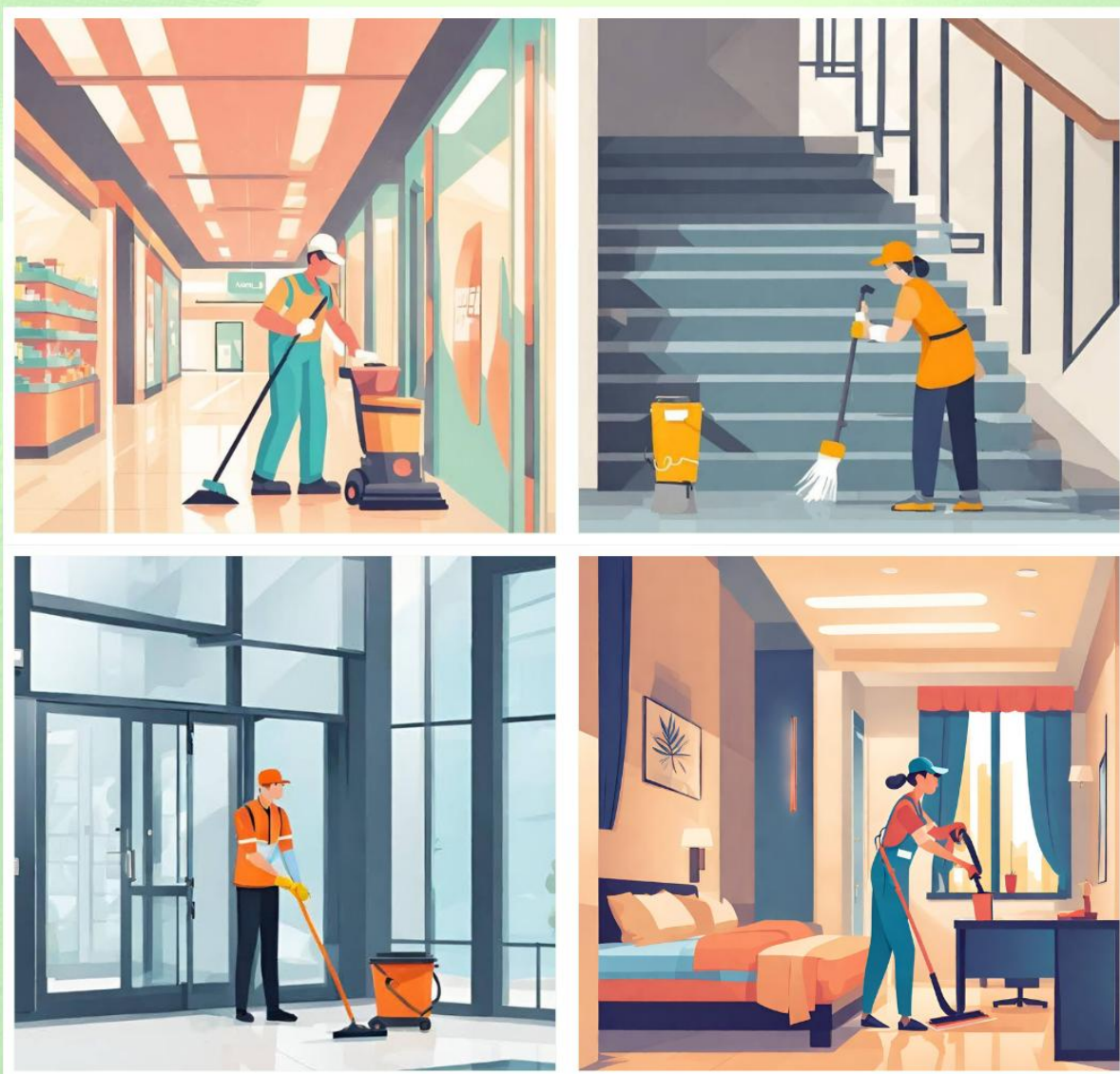


Specified Skills System in the Field of Building Cleaning

**~For Those Aspiring to Become Foreign
Nationals with Specified Skills~**



@global, Ltd

**(Ministry of Health, Labor and Welfare-
commissioned project)**

Introduction

The operation of the “Specified Skilled Worker” status of residence started in April 2019. There are currently 16 industries in which people can work under the “Specified Skilled Worker” category, and the building cleaning field is expected to accept up to 37,000 people over a five-year period starting in 2024.

This guidebook covers the following items:

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

We hope you will use this guidebook to gain a better understanding of the Specified Skills System and of working in the building cleaning field.

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"
FY2024 Consignee: @global, Ltd.

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1 Status of residence "Specified skills"

1.1 Details of the status of residence "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. If you have completed Technical Intern Training (ii), you meet the requirements to obtain Specified skills (i).
3. Even when you have not completed Technical Intern Training (ii), if you pass examinations (the skills exam and a Japanese language test), you meet the requirements to obtain Specified skills (i).¹
4. Specified skills (i) allows you stay and work up to five years at the maximum. Changing workplaces is also possible.

1.2 Features of "Specified skills (ii)"

1. If you fulfill the following requirements, you can change from Specified Skilled Worker (i) to Specified Skilled Worker (ii).
 - a. Applicants must have at least 2 years of practical experience in the guidance of workers and on-site management
 - b. You must pass the building cleaning skills (ii) evaluation test or the Specified Skilled Worker (i) exam for building cleaning management
2. Specified skills (ii) allows you to stay and work indefinitely. It is also possible to bring your family to Japan.

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 a Japanese language test) 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 Criteria for working as "Specified skills (i)"

In order to work as a Specified skills (i), you must meet the following criteria.

1. You must be at least 18
2. You must be in good health
3. You must be in possession of a passport issued by a foreign government that cooperates with the efficient execution of deportation
4. You have not been charged a guarantee deposit, etc.
5. If you are paying fees to a foreign institution, you must thoroughly understand the amount and breakdown of the fees and have an agreement with the institution
6. If procedures that must be followed are specified in the sending country, those procedures must be completed
7. With regard to expenses regularly borne by foreigners, such as food and accommodation expenses, the content of the benefits provided in exchange for these expenses must be fully understood and agreed upon. In addition, the amount of these expenses must be equivalent to the actual cost and other appropriate amounts, and you must submit a detailed statement or other written documents
8. You must comply with standards specific to the field (*as stipulated in public notices issued by the ministry in charge of the field)

2.2 Procedures up to joining a company

(1) If you are in Japan now and working as a technical intern trainee



- Technical intern trainees in the field of building cleaning who have passed Technical Intern Training (ii) will be exempted from both a Japanese language test and the building cleaning skills (i) evaluation test.

- Technical intern trainees from a field other than the field of building cleaning who have completed Technical Intern Training (ii) will be exempted from a Japanese language test. However, they are still required to pass the building cleaning 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

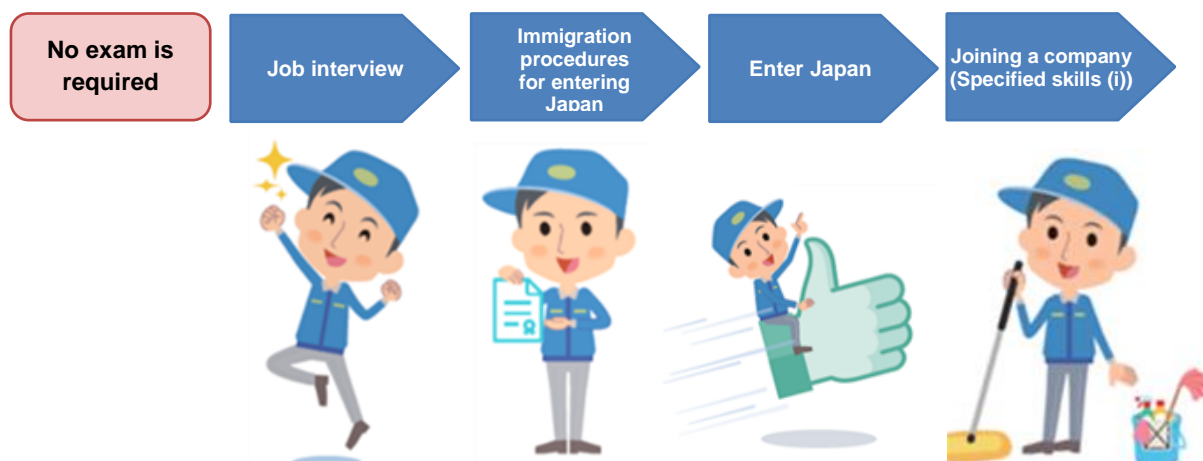
(2) If you are studying in Japan now



- If you want to work in Japan as a foreigner with specified skills after completing your studies in Japan, you will need to pass a Japanese language test and the building cleaning skills (i) evaluation test, and receive an offer of employment from a building cleaning company.
- The rule is that you can only work part-time for up to 28 hours a week while you are studying in Japan. Please follow the rules so that you don't have any problems when you apply to change your status of residence in the future!

(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



- If you have completed Technical Intern Training (ii) in the building cleaning field and returned to your home country, but now you desire to work in the building cleaning field in Japan again, you will be allowed to do so under the status of "Specified skills (i)." In this case, you will not need to take an exam, but you will need to go through the immigration procedures for entering Japan once again.

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



- For those who completed Technical Intern Training (ii) in a field other than the field of building cleaning, a Japanese language test is not required. However, passing the building cleaning skills (i) evaluation test will still be required.

(4) If you are overseas now and have no experience working in Japan



- We encourage you to pass a Japanese language test and the building cleaning skills (i) evaluation test.²

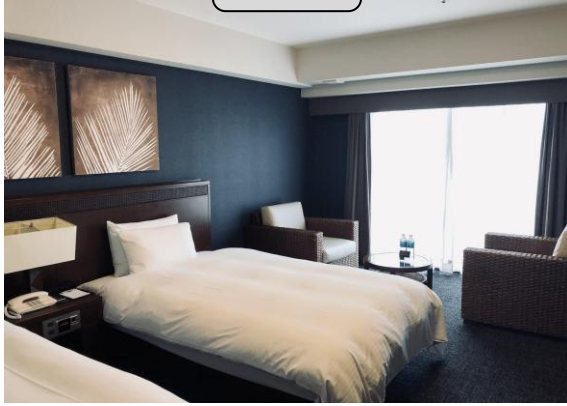
² If the building cleaning skills (i) evaluation test is not held in your home country, you can come to Japan on a short-term visa and take the test in Japan.

3 "Specified skills" in the field of building cleaning

(1) Workplaces for cleaning

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

Hotel



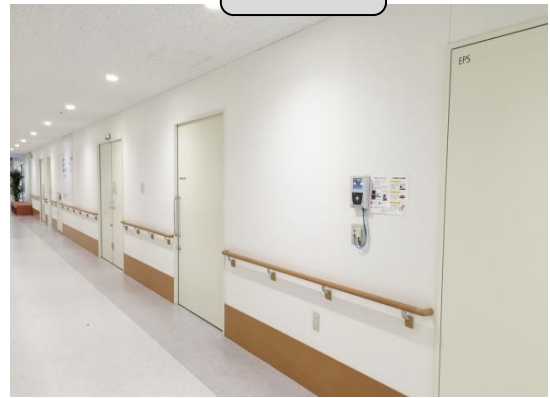
Office



Shopping mall



Hospital



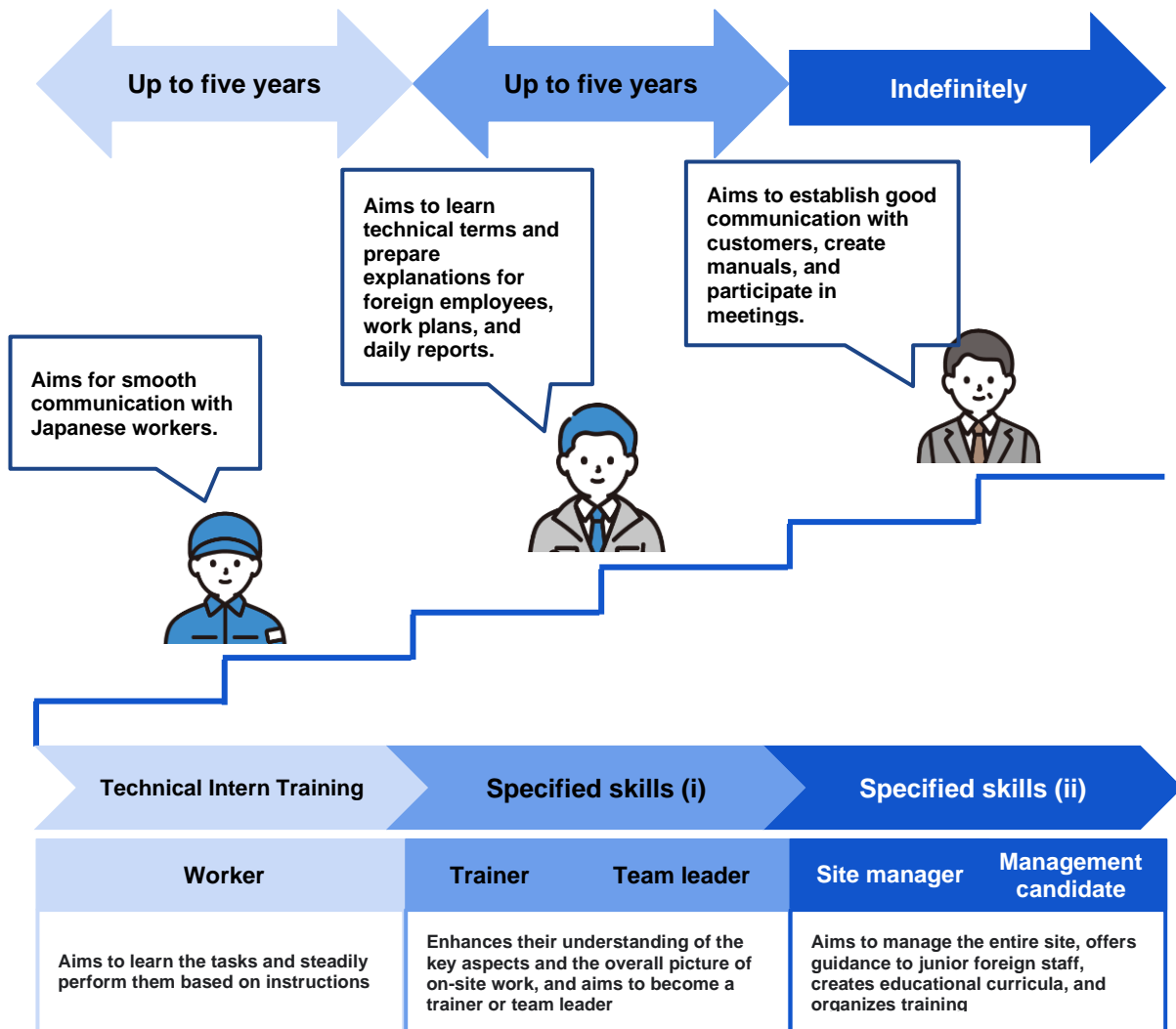
(2) How to clean

As examples, there is sweeping and mopping of floors, window cleaning, and toilet/washroom cleaning.



(3) Career development

There are various career development processes depending on the company, but, for example, the following steps might be taken as shown in the diagram below.



(4) Voices from your seniors working in building cleaning

Nationality: Thailand (Male)

- 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 (male)

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



Nationality: Myanmar (female)

- 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.



(5) How to find a job

Japanese building cleaning companies post job offers on their websites or SNS. For example, the ASCF also provides support for matching with companies. (See page 15) If you are currently in Japan, you can apply to a company that interests you. There are job postings on social media. However, please be aware that there are many cases of promising work with good conditions that are introduced on social media, but when you arrive, you find that the job is completely different from what you have been told, or you change jobs, but, in the end, there is no work available.

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

(6) Information on a Japanese language test and the building cleaning skills (i) evaluation test

	Japanese language test		Skills (i) evaluation test
Type	Japanese-Language Proficiency Test (JLPT) https://www.jlpt.jp/	JFT-Basic Japan Foundation Test for Basic Japanese (JFT-Basic) https://www.jpff.go.jp/jft-basic/	Building cleaning skills (i) evaluation test https://www.j-bma.or.jp/qualification-training/zairyu
Test area	Japan and more than 90 other countries and regions	Japan and 12 countries	Japan, Indonesia, Philippines, Thailand, Sri Lanka, etc.
Test date	July, December (However, the overseas test may be held once in either July or December.)	Almost every month	Schedule for future tests https://www.j-bma.or.jp/qualification-training/zairyu
Duration until announcement of the results	About 2 months	Same day	Same day
Others	If you need the certificate to be issued, please confirm at the link below. https://www.jlpt.jp/certificate/index.html	The decision result notification will be available on the reservation website within 5 business days from the test date. http://ac.prometric-jp.com/testlist/jfe/index.html	CBT method (Computer-Based Test) A certificate of passing is required for the immigration procedures For the application to issue a certificate of passing, it can be done by either the receiving institution or the successful applicant themselves.

(7) How to study for the building cleaning skills (i) evaluation test

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

Textbook for the examination published by Japan Building Maintenance Association (Japanese and 8 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 building cleaning skills (i) evaluation test

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

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



Training video on the building cleaning skills (i) evaluation test

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

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



(8) Details of the building cleaning skills (i) evaluation test

There is a judgment test and a practical skills test in the building cleaning skills (i) evaluation test

Here are some past test examples.

Examples of a judgment test (conducted in Japanese)

(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 the tasks listed below.

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

<https://x.gd/SiwL3>



■ ASCF Acceptance Support Center for Foreign Talent provided by the BMTC Building Management Training Center

In accepting Specified skills foreign human resources, the BMTC (Building Maintenance Training Center) has established the ASCF Acceptance Support Center for Foreign Talent to provide a comprehensive range of services, including (1) support for the introduction and recruitment of appropriate human resources, (2) training support for human resources be work-ready, and (3) retention support after recruitment (see attachment).

Furthermore, they will provide a system for the recruitment, development, and retention support of human resources involved in building maintenance operations, including foreign human resources engaged in building facility management, not limited to building cleaning.

1. Features

(1) Must be an organization licensed for paid employment placement services and registered support services

(2) Must be an organization with 50 years of experience in vocational training related to building cleaning

(3) Must be an organization with a track record of nationwide vocational training in building facility management.

2. Services provided

(1) Employment placement services, such as the introduction and mediation of foreign talent

(2) Educational services for improving the abilities of foreign talent, training, and test preparation, etc.

*BMTC Foreign Talent Development Standards

① Practical training and classroom lectures on building cleaning and building equipment management

② Educational support tools (Sokunou-style muscle training, SOKOKARA, Kaiwa Jozu, etc.)

(3) Registration support service for foreign talent (specialized skills workers)

Prior guidance, regular interviews, interpreters

(4) Foreign talent acceptance support improvement services

① Jointly developed tools (Glocal, Smatore, Build Buddy)

② Partner support tools (CQI, Oyraaa, Leoplace21, Foreign resident support, etc.)

③ Interpretation services

3. Services by target

1) Accepting company	Employment placement, education, registration support, and services to improve support for accepting foreign talent
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2) Foreign talent	Education, registration support, and services to improve support for accepting
3) Registered support organization	Employment placement, education, registration support, and services to improve support for accepting foreign talent
4) Supervisory organization	Employment placement, education, and services to improve support for accepting
5) Sending organization	Employment placement, education services

4. Inquiries

< BMTC Building Management Training Center >

Building Maintenance Hall 5F, 5-12-5 Nishi-Nippori, Arakawa-ku, Tokyo 116-0013

TEL: 03-3805-7575 <https://bmtc.or.jp/>

< ASCF: Acceptance Support Center for Foreign Talent >

In BMTC Building Management Training Center

TEL:03-6806-8685 FAX:03-3805-7578

Services provided by BMTC

(Recruitment, development and retention support)

ASCF

①



Introduction and recruitment support for suitable human resources

1. Explanation of Technical Intern and Specified skills Trainees recruitment, consultation on conditions, etc.
2. Housing support for foreign human resources
3. Introduction of local partner organizations, interview coordination (On-site visits, Zoom support)
4. Implementation of the Cultural Intelligence Quotient Inventory (CQI)

②



Training support for human resources be work-ready

1. Training guidance for passing the building cleaning exam <Technical Intern Trainee> Basic level, On-Demand Level 3, On-Demand Level 2 <Specified skills Trainee> Specified skills (i), (ii)
2. Training on Japanese language and lifestyle habits
3. Japanese language education app
4. Interpretation support, interpretation app
5. Basic video on building cleaning

③



Retention support after recruitment

1. Implementation of registration support services
2. Implementation of the Cultural Intelligence Quotient Inventory (CQI) for foreign human resources and accepting companies
3. Interviews with foreign human resources (Workplace, living environment, etc. dissatisfaction and issue resolution)
4. Consultation with supervising organizations or registered support organizations (Support system issue resolution)
5. Specified skills (ii) (On-site management) Exam preparation

Copyright BMTC: Building Maintenance Training Center (ASCF: Acceptance Support Center for Foreign Talent)

4 Introduction to assistance for entry and life in Japan

If you work under the “Specified skills (i),” you can receive the following support from the company or the registered support organization affiliated with the company regarding entry into Japan and living in Japan.

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, they will rent or lease housing for you (company housing), etc. The company can also assist you in opening a bank account, mobile phone plan, electricity and gas contracts, etc.
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)³

³Immigration Services Agency, "Specified Skills Guidebook" (for foreign residents)(<https://www.moj.go.jp/isa/content/930006034.pdf>) Last accessed: October 24, 2024

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" has become a hallmark of the world-renowned Japanese "culture."

By taking advantage of the Specified Technical Skills (i) system to acquire Japanese building cleaning skills, you can learn know-how and "aim for career advancement in Japan" or "establish an environmental business in your home country."

We hope you will use this guidebook to gain a better understanding of what it is like to work in the building cleaning field.