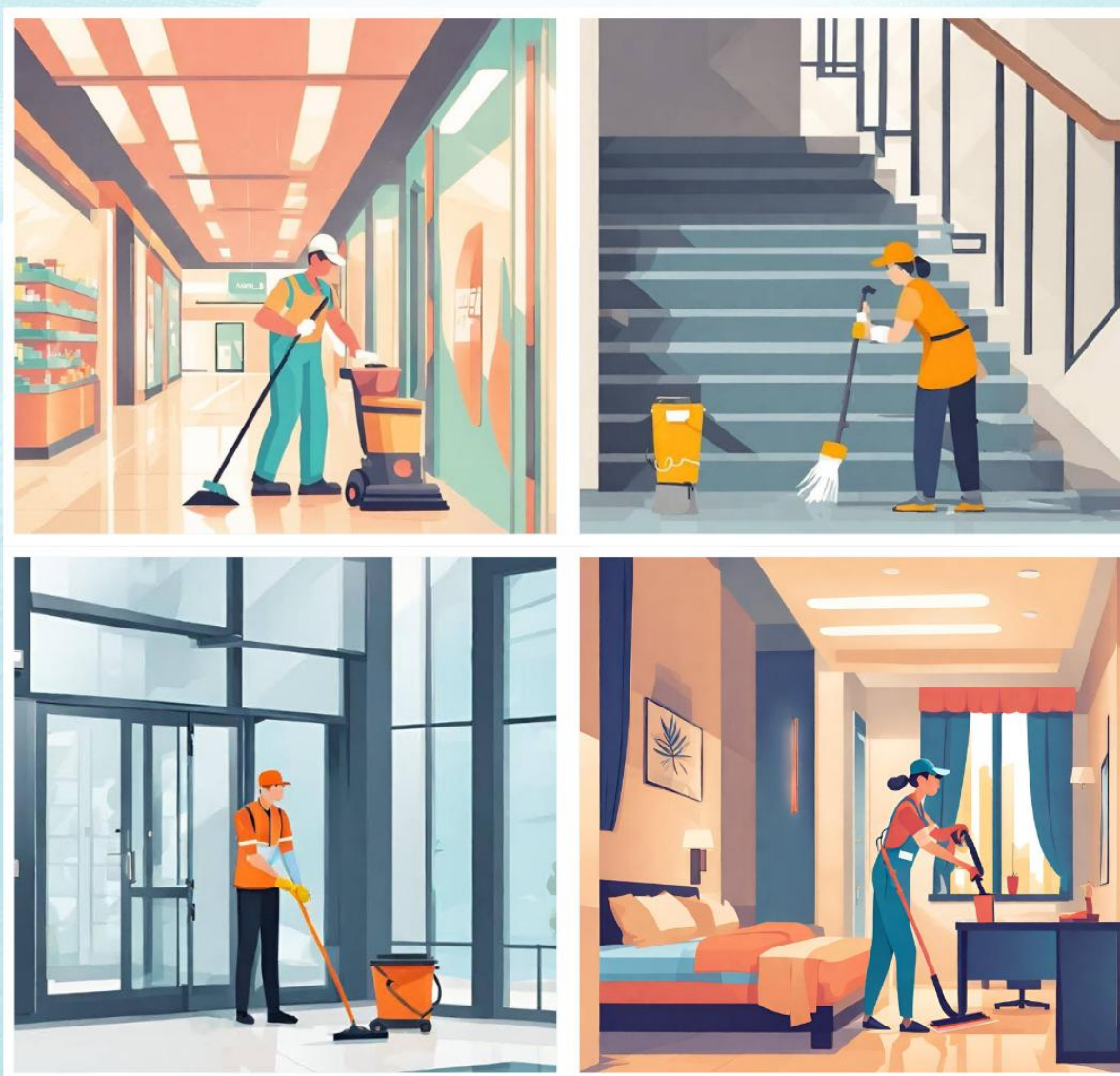


# Specified Skills System in the Field of Building Cleaning

～Manual for sending out specified skilled  
foreigner workers～



@global, Ltd

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

# Introduction

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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. 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
4. Support 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. We hope that this will help to further increase the number of specified skilled foreigner workers sent out to Japan.

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 Details of the status of residence

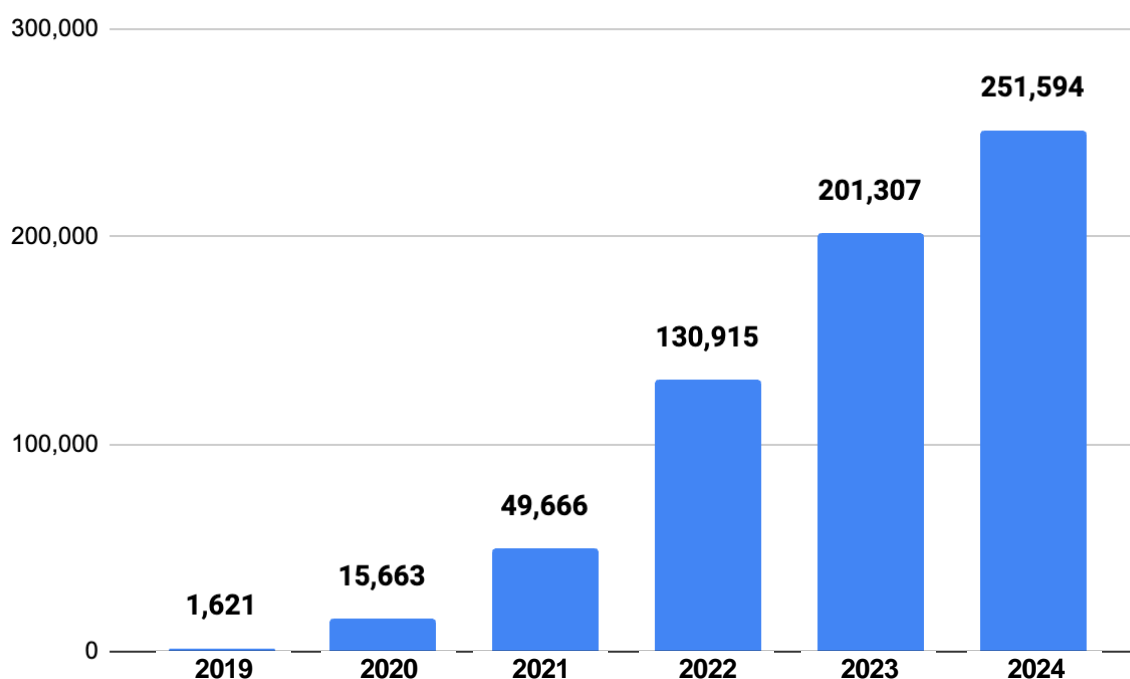
## "Specified skills"

### 1.1 Features of "Specified skills"

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. Specified skills (i) allows you stay and work up to five years at the maximum. Changing workplaces is also possible.
3. If you meet the requirements, you can also change your status of residence to another status such as "Specified skills (ii)."

### 1.2 Number of residents with Specified skills (i)

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



Source: Immigration Services Agency<sup>1</sup>

<sup>1</sup> Immigration Services Agency, "Initiatives to Accept Foreign Nationals and for the Realization of Society of Harmonious Coexistence" (Page 18)(<https://www.moj.go.jp/isa/content/001335263.pdf>) Last accessed: October 24, 2024

## 1.3 Requirements for obtaining Specified skills (i)

You need to take and pass the 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 A2 level (JFT-Basic).

If a Technical intern trainee graduate wishes to change their status of residence to Specified skills (i) in the same job category, they do not need to take either the skills exam or a Japanese language test. However, if they are to work in a different industrial field than their Specified skills (i), they do not need to take a Japanese language test, but they do need to pass the skills exam.

	Japanese language test		Skills (i) evaluation test (In the case of the field of building cleaning)
Type	Japanese-Language Proficiency Test (JLPT) <a href="https://www.jlpt.jp/">https://www.jlpt.jp/</a>	JFT-Basic Japan Foundation Test for Basic Japanese (JFT-Basic) <a href="https://www.jpf.go.jp/jft-basic/">https://www.jpf.go.jp/jft-basic/</a>	Building cleaning skills (i) evaluation test  <a href="https://www.j-bma.or.jp/qualification-training/zairyu">https://www.j-bma.or.jp/qualification-training/zairyu</a>
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 <a href="https://www.j-bma.or.jp/qualification-training/zairyu">https://www.j-bma.or.jp/qualification-training/zairyu</a>
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. <a href="https://www.jlpt.jp/certificate/index">https://www.jlpt.jp/certificate/index</a>	The decision result notification will be available on the reservation website within 5 business days from the test date. <a href="http://ac.prometric">http://ac.prometric</a>	CBT method (Computer-Based Test) A certificate of passing is required for the immigration procedures  Regarding the application for the issuance of the certificate, it can be done by either the receiving

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	<a href="#">html</a>	- <a href="#">jp.com/testlist/jfe/index.html</a>	institution or the successful applicant themselves.
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## 2 Features of send-out under the specified skills system

### 2.1 Countries qualified for send-out

It is also possible to send out from countries that have concluded a bilateral Memorandum of Understanding with Japan. In some countries, mediation from a sending organization is mandatory. Even in a country where mediation from a sending organization is not required, sending organizations can be involved in human resource referral, training, or local procedures as long as they do not violate Japanese laws such as the Employment Security Act.

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

	Status of the conclusion of a bilateral agreement	Send-out through sending organizations	Publicly available information on sending organizations	Notes
Philippines	Concluded (March 19, 2019)	○	Disclosed	Procedures on the Philippine side shall be handled at the Migrant Workers Office (MWO) of the Embassy of the Republic of the Philippines in Tokyo or the Consulate General of the Republic of the Philippines in Osaka.
Cambodia	Concluded (March 25, 2019)	○	Disclosed	It is necessary to send out Specified skilled foreigner workers through a sending agency accredited by the Cambodian government.
Nepal	Concluded (March 25, 2019)	○ (Optional)	-	Job applications can also be submitted to the Embassy of Nepal in Japan.(Fee required)
Myanmar	Concluded (March 28, 2019)	○	Disclosed	Referrals and employment contracts are required through local sending agencies accredited by the Myanmar government.
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.
<b>Sri Lanka</b>	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.
<b>Indonesia</b>	Concluded (June 25, 2019)	○ (Optional)	Disclosed	The use of Indonesian Migrant Workers Placement Agencies (P3MI) is optional.

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

- : No mention of sending agency

	Status of the conclusion of a bilateral agreement	Send-out through sending organizations	Publicly available information on sending organizations	Notes
<b>Vietnam</b>	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.
<b>Bangladesh</b>	Concluded (August 27, 2019)	○ (Optional)	Disclosed	Job offers and various procedures can also be made through local sending agencies accredited by the Ministry of Expatriate Welfare and Overseas Employment of Bangladesh (MEWOE) and the Bangladesh Overseas Employment and Services Limited (BOESL).
<b>Uzbekistan</b>	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.
<b>Pakistan</b>	Concluded (December 23, 2019)	○ (Optional)	Disclosed	The use of sending agencies is voluntary and does not necessarily require the use of a sending agency accredited by the Government of Pakistan.
<b>Thailand</b>	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.
<b>India</b>	Concluded (January 1, 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 27, 2022)	Information not yet disclosed	Information not yet disclosed	
Laos	Concluded (July 28, 2022)	○	Disclosed	Workers must be accepted through a sending organization certified by the Ministry of Labour and Social Welfare of Laos.
Kyrgyzstan	Concluded (July 26, 2023)	○ (Optional)	Disclosed	The use of sending agencies is voluntary and does not necessarily require the use of a sending agency accredited by the Government of Kyrgyzstan.
Tajikistan	Concluded (August 8, 2024)	Information not yet disclosed	Information not yet disclosed	

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

- : No mention of sending agency

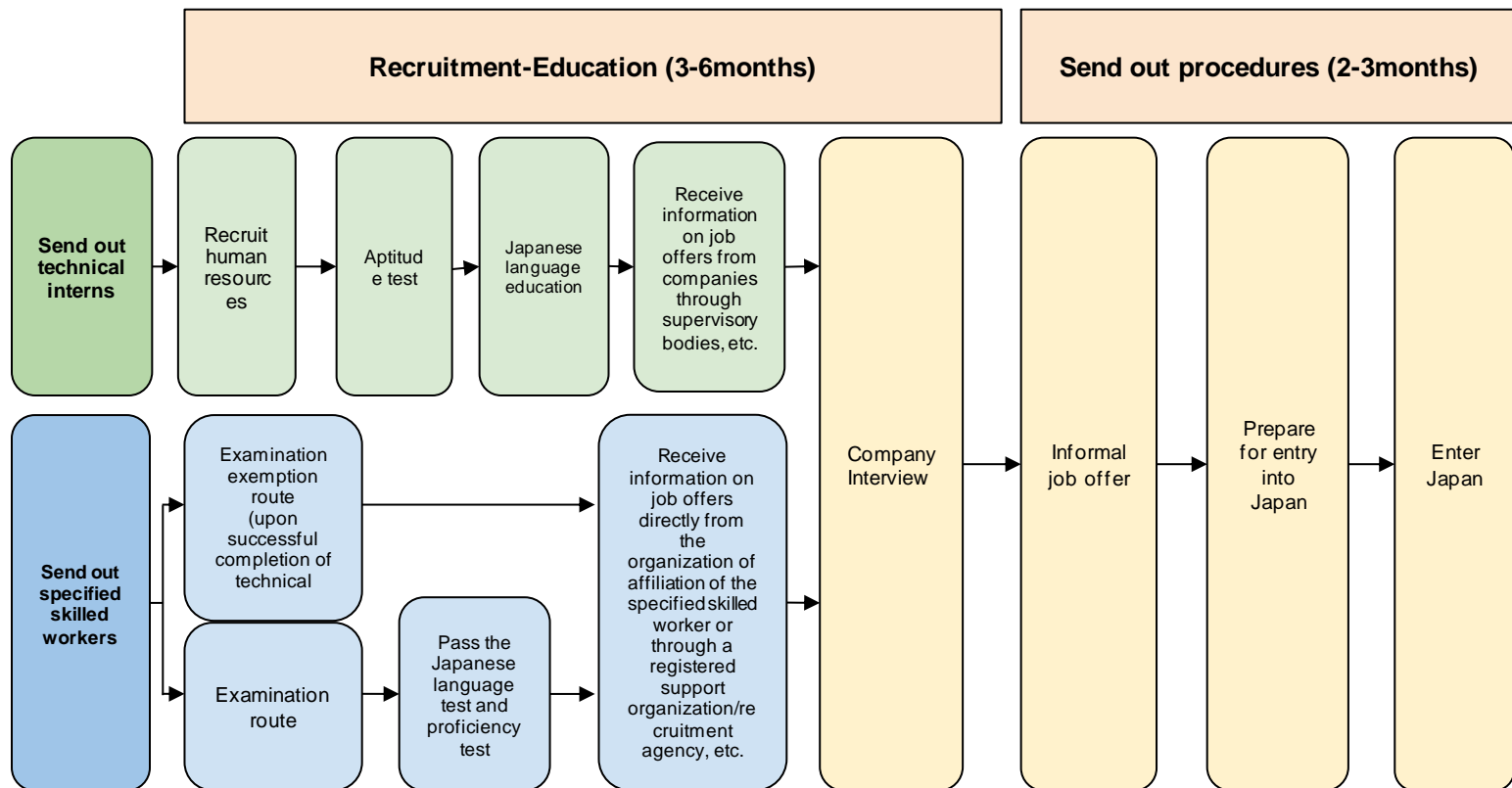
\*When conducting employment placement abroad, it is necessary to comply with the Employment Security Act.

Source: Immigration Services Agency<sup>2</sup>

<sup>2</sup> Immigration Services Agency, "Information on specific skills by country"

([https://www.moj.go.jp/isa/applications/ssw/nyuukokukanri06\\_00073.html](https://www.moj.go.jp/isa/applications/ssw/nyuukokukanri06_00073.html)), Last accessed: October 24, 2024

## 2.2 Flow Chart Showing Sending Process Under the Specified Skills System and Technical Intern Training System



### ■ 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
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

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

#### Jobs in building cleaning

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

Hotel



Office



Shopping mall



Hospital



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



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

For Technical Intern Training, generally, support for procedures in Japan are provided by the supervising organization<sup>3</sup>. 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.

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

	At recruitment	Before entry into Japan		After entry into Japan								
Supervisory organization	Referral of workers and job interview *Collaboration with the sending organization	Referral of workers and job interview *Collaboration with the sending organization	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))							
			- Application or renewal of status of residence or visa - Support for traveling to Japan - Training before entry into Japan	- Support for daily life - Support for studying the Japanese language - Arranging for a translator or interpreter	- Regular inspection on providers of intern training (the frequency is more than once every three months) - On-site guidance (more than once per month) - Guidance on establishing the internship plan - Bearing the travel fee to return to home country - Related to specific types of work or tasks							
Registered support organization	Referral of workers and job interview	Conclusion of employment contract	Mandatory support									
			Prior guidance	Pick-up	Securing accommodation	Providing guidance on life in Japan	Providing opportunities to study the Japanese language	Counseling/responding to complaints	Encouraging to interact with Japanese people	Support in finding another job	Providing job interviews	
			- 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.	- Pick-up upon arrival in Japan - Drop-off upon departure from Japan	Providing information on rental properties	- Guidance on how to use financial institutions - Guidance on how to use medical institutions - Traffic rules and others	- 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 teachers	Counseling/ responding to concerns about daily life or social life	Providing information on opportunities to interact with local people presented by a local government or volunteer group.	- Gathering information on the next host organization - Introducing employment security organizations or employment service agencies - Issuing a letter of recommendation - Introducing job offering companies	Providing support for regular meetings (more than once every three months) with the employer, except in the Fishery and Aquaculture Field	

<sup>3</sup>When sending Technical training trainees in the group supervision-type

**(Reference) Details of mandatory support at registered support organizations**

	Mandatory support items	Details
1	Prior guidance	- 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	Transportation when entering and leaving Japan	- 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.	- 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	- 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	- Accompany and assist with documentation for residential, social security, tax, and other procedures as needed.
6	Providing opportunities to learn Japanese	- Providing information on enrollment in Japanese language classes, etc., and information on Japanese language learning materials, etc.
7	Responding to consultations/complaints	- 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	- 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)	- 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	- 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: Immigration Services Agency, "Outline of Support Plan (2)"<sup>4</sup>

<sup>4</sup> Immigration Services Agency, "Initiatives to Accept Foreign Nationals and for the Realization of Society of Harmonious Coexistence" (Page 12)(<https://www.moj.go.jp/isa/content/001335263.pdf>) Last accessed: October 24, 2024

## 5 Conclusion

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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 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 you will use this guidebook to gain a better understanding of what it is like to work in the building cleaning field and that you will make use of it when sending out foreign talent.