Would you like to hire and work with foreign care workers?

Some care service providers are now employing foreigners as care workers. Those providers have commented that the workplace has become cheerful, that it created a sense of unity among staff, and that the education of foreigners led to review of the quality of long-term care.

In addition, communicating the knowhow and skills of Japanese long-term care to foreign care workers can lead to international contribution.

Would you like to hire and work with foreign care workers?
## Summary of Four Systems for Employing Foreign Care Workers

<table>
<thead>
<tr>
<th>System</th>
<th>Employment Details</th>
<th>Does the foreign care worker available for employment have certified care worker qualification?</th>
<th>Can the foreign care worker work permanently?</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPA</td>
<td>Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)</td>
<td>N/A</td>
<td>After obtaining qualification, Permanent employment is possible if qualification is not obtained within certain period, return to home country</td>
</tr>
<tr>
<td>Nursing Care</td>
<td>Employment of foreigners who graduated a certified care worker training school in Japan and have “Nursing Care” status of residence</td>
<td>N/A</td>
<td>Permanent employment is possible</td>
</tr>
<tr>
<td>Technical Intern Training</td>
<td>Employment of foreigners using the Technical Intern Training Program (technical intern trainee)</td>
<td>N/A</td>
<td>Eligible to take examination if practical requirements, etc. are met for 5 years maximum</td>
</tr>
<tr>
<td>Specified Skilled Worker</td>
<td>Employment of foreigners with “Specified Skilled Worker (i)” status of residence</td>
<td>N/A</td>
<td>Eligible to take examination if practical requirements, etc. are met for 5 years maximum</td>
</tr>
</tbody>
</table>

*1. Provided, however, status of residence “Nursing Care” can be selected when certification is obtained, enabling permanent employment

*2. Technical intern trainee who completed the third year is exempted from examination for obtaining “Specified Skilled Worker (i)” visa (if the status of residence is changed to “Specified Skilled Worker (i),” maximum period of residence becomes ten years, with technical intern and specified skills visas)

In this Guidebook, Foreign Care Worker refers to care workers who are foreign nationals whose native language is not Japanese, such as foreign care worker employed as certified care worker or certified care worker candidate under EPA; foreign national with “Nursing Care” status of residence; student under casual employment; and technical intern trainee.

This chart is a simple diagram of features of each system. Refer to pages 10 and 11 for details of each system.
Does the foreign care worker have qualification and study experience in their home country? 

Graduate of nursing related school or has government certification as care worker in home country

Vast majority has about **N3 level** at time of start of employment *3
Requirements at time of entry for Indonesia/Philippines: about **N5**, Vietnam: **N3**

Yes
Acceptance support by JICWELS

Yes
After obtaining certified care worker qualification, can engage in home-visit services by providers satisfying certain conditions

Yes

Acceptance support by registered supporting organization

N/A
N/A

Yes
No home-visit services

Based on the selection criteria of supervising organization

Requirements at time of entry is about **N4 level**

Yes
Acceptance support by supervising organization

Yes
No home-visit services

Depending on the person

Some schools *4 require about **N2 level**

N/A
N/A

Depending on the person

Requirements at time of entry:
• Certain level of everyday conversation skills for living
• Japanese language skills necessary for working in long-term care

Yes
Support by registered supporting organization

Yes
No home-visit services

3. Requirement at time of entry is about N5 for Indonesian and Filipino nationals, but about 90% of Indonesian and Filipino candidates acquire Japanese language skills of about N3 by the time six month Japanese language training is completed after entry (based on FY2018 data).

4. “Some schools” refer to certified care worker training schools that require minimum Japanese Language Proficiency Test (JLPT) of N2 or confirmation of equivalent of N2 or higher level in Japanese language tests.

Criteria for N1 to N5 in Japanese Language Proficiency Test (JLPT)

<table>
<thead>
<tr>
<th>Japanese Language Proficiency Test</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>N1</td>
<td>Ability to understand Japanese used in a variety of circumstances</td>
</tr>
<tr>
<td>N2</td>
<td>Ability to understand Japanese used in everyday situations, and in a variety of circumstances to a certain degree</td>
</tr>
<tr>
<td>N3</td>
<td>Ability to understand Japanese used in everyday situations to a certain degree</td>
</tr>
<tr>
<td>N4</td>
<td>Ability to understand basic Japanese</td>
</tr>
<tr>
<td>N5</td>
<td>Ability to understand some basic Japanese</td>
</tr>
</tbody>
</table>

Qualification such as *about N4* refers to cases where the individual has passed JLPT N4 or is deemed to have equivalent skills.
**current situations of foreign care workers and employment**

**how is the progress in employment of foreign care workers?**

Acceptance of Certified Care Worker Candidates under EPA which is one method of employment of foreign care workers by care service providers started in FY2008, and the number of acceptances has increased each year, reaching a total of 4,302 individuals in FY2018. EPA Care Workers*1 have been employed in 808 facilities, etc.

As of January 1, 2019, 3,165 EPA Care Workers are employed in 677 facilities, etc. Main accepting facilities include TOKUYO*2 and ROKEN*3.

Some foreign nationals are studying at Japanese certified care worker training schools to obtain Certified Care Worker qualification and work for Japanese care service providers, resulting in an increase of foreign students from 257 in FY2016 to 591 and 1,142 in FY2017 and FY2018, respectively.

In addition, the number of applications for technical intern training plan for care worker jobs was 1,516 trainees as of the end of December 2018, of which 946 have eventually accredited and sequentially entered Japan as technical intern trainees.

**how many care service providers are interested in employment of foreign care workers?**

With respect to plans for accepting foreign care workers, long-term care facilities already accepting EPA Care Workers are positive towards future acceptance, with 78.9% responding “continue to accept.”

Of the long-term care facilities that have not employed foreign care workers, 20.2% responded they are “planning to accept,” indicating about one-fifth of facilities are considering employment.

Source: Ministry of Health, Labour and Welfare (MHLW) (as of January 2019)

*1 EPA Care Worker refers to foreign care workers employed as Certified Care Worker Candidate or Certified Care Worker under Japan-Indonesia EPA, Japan-Philippines EPA, or Japan-Vietnam EPA (same applies below)

*2 TOKUYO refers to intensive care home for the elderly (long-term care welfare institution for the elderly) (same applies below)

*3 ROKEN refers to long-term care health facilities (same applies below)
What are supports being provided by care service providers who employ foreign care workers?

These are living supports provided by many long-term care facilities employing EPA Care Workers. Supports for housing, administrative procedures and housing rent contracts, etc. are being provided by majority of facilities, and can be deemed as basic support for organizing basic living requirements. About 80% of facilities are also providing support to enhance communication and support for mental health. These types of supports are necessary for working in a foreign country with some difficulty in language, etc. Consideration to culture/customs and religion, and support for adjusting to environment such as climate can be important depending on the home country of the care worker.

For stable employment and development of foreign care workers, broad range of support including the living aspect is necessary, in addition to instruction and education at workplace.

Source: FY2018 MHLW subsidy for research study “Survey on Foreign Care Worker Acceptance” (as of October 1, 2018)

How do users and family members assess foreign care workers?

Many users and family members highly value the quality of services provided by foreign care workers, with 65.1% responding “satisfied.” Examples of positive service experience include frequent conversation and response.

Source: FY2018 MHLW subsidy for research study “Survey on Foreign Care Worker Acceptance” (as of October 1, 2018)

Note: Quality of long-term care services provided by foreign care workers indicates assessment of EPA Care Workers and other foreign care workers (casual work by students, foreign nationals with “Nursing Care” status of residence, etc.) working at long-term care facilities by users and family members. Multiple users/family members are providing assessment for single staff. “Satisfied” includes “higher level than Japanese nationals, or fully satisfactory level” and “mostly satisfactory level”; “Average” includes “average”; and “Not satisfied” includes “not very satisfactory level” and “not satisfactory.”
EPA aims to enhance economic cooperation between Japan and the partner country, accepting foreign nationals from Indonesia, Philippines and Vietnam.

■ Can hire individuals with study experience and/or qualification in home country

Foreign nationals satisfying certain criteria regarding knowledge and experience on long-term care and nursing enter Japan after receiving Japanese language training. Matching with care service providers is made around the time of the Japanese language training.

■ Entry requirement is about JLPT N5, or N3 and above

With respect to Japanese language proficiency, about JLPT N5 or above is required for Indonesia/Philippines, and N3 or above is required for Vietnam. Further training on Japanese language and long-term care basics is provided after entry prior to employment by care service providers. About 90% of Indonesian and Filipino candidates already have Japanese language skills of about N3 by the time they commence employment (based on FY2018 data).

■ Certified Care Worker qualification enables permanent employment

National examination for Certified Care Worker qualification will be taken on the fourth year after entry. Candidates who pass the examination will have access to permanent employment with renewal of residency. Failed candidates must return to the home country.

■ Matching support by JICWELS

Japan International Corporation of Welfare Services (JICWELS) is the sole provider of support for matching foreign candidates and care service providers, coordinating employment that respects the intention of both parties. There is a limit to the number of candidates to be accepted, and service providers must note that not all service providers will be matched with candidates.

Participate in “Seminar on Acceptance of Certified Care Worker Candidates based on EPA” held by JICWELS

As the EPA acceptance support organization, JICWELS holds annual seminar on the system, procedures and acceptance case study, etc. Application for accepting organizations is held annually.

Confirm whether the business meets requirements for acceptance of care workers/candidates

The system has requirements for care service providers to become accepting organizations. Confirm whether the requirements are met with the “Pamphlet on Acceptance of Foreign Nurse and Certified Care Worker Candidates under EPA (Japanese only)” on the JICWELS website.
Employment of foreigners who graduated a certified care worker training school in Japan and have “Nursing Care” status of residence

**Requirements**

(Requirement for entering training school) Pass JLPT N2 or above, or study at Japanese language education organization for six months or longer and can be confirmed to have JLPT N2 equivalent or higher in Japanese language tests, etc. *differs by the school

- Entry
- Studying at certified care worker training schools (some involve prior Japanese Language School attendance)
- Obtain Certified Care Worker qualification

Employment by Care Service Provider (certified care worker training school students may be employed on casual basis)

*No limit to period of residence

Foreign students studying at Japanese certified care worker training schools can obtain “Nursing Care” resident status after graduating and obtaining Certified Care Worker qualification.

- Can hire Certified Care Worker and permanent employment is possible

Certified Care Worker can be expected to be a specialist professional and can be included in placement quota upon hiring. Resident period for “Nursing Care” can be renewed repeatedly so long as the individual desires, enabling permanent employment. Depending on the rules of the certified care worker training school, students may be employed on casual basis.

- Criteria for training school entry is about N2 or above

The Guideline sets forth that foreign students entering certified care worker training schools must pass JLPT N2 or above, or study at Japanese language education organization for six months or longer and can be confirmed to have JLPT N2 equivalent or higher in Japanese language tests, etc. (see page 10 for details). Specific requirements and acceptance status differ by school.

- Acceptance support organization does not exist; voluntary hiring activity is necessary

There is no support organization for employment of foreign nationals under this system, so voluntary hiring activity by care service providers such as collaboration with certified care worker training school will be necessary.

---

**Start with the following**

<table>
<thead>
<tr>
<th>Inquire with nearby certified care worker training school/Japanese language school</th>
<th>Place a job advertisement/utilize Hello Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm if nearby certified care worker training schools accept foreign students and confirm entry requirements. If there are foreign students, start by cooperating as internship or casual employment provider. Certified care worker training schools with foreign students are gathering information on prospective employers for graduates. Communicate that you are actively hiring foreign nationals.</td>
<td>Some foreign students may directly apply to care service providers, so placing job advertisements clearly stating active hiring of foreign nationals can be effective for recruitment. In addition, job advertisement can be placed with Hello Work. Employment Service Centers for Foreigners are located in Tokyo, Nagoya and Osaka.</td>
</tr>
</tbody>
</table>

*Some of the prefectural branch offices of Japan Association of Geriatric Health Services Facilities provide services related to acceptance of foreign students studying at certified care worker training schools. ROKEN considering employment of foreign nationals with “Nursing Care” status of residence can consult with these branch offices.*
Technical Intern Training Program is a program intended for transferring skills from Japan to other countries, by accepting foreign nationals at Japanese industry for a certain period to learn skills and technologies, etc., through on-the-job training (OJT) for contribution to economic development of their native countries.

- **Execute employment contract with technical intern trainees**
  Technical intern trainees are employed by the care service provider after receiving training on Japanese language and basics of long-term care, etc. The purpose of the program is acquisition of long-term care skills (technical training); however, as the trainees learn through work, an employment contract shall be executed with the service provider.

- **Required Japanese language proficiency is about N4 at time of entry and about N3 after one year**
  Required Japanese language proficiency is about N4 in the Japanese Language Proficiency Test at time of entry but must reach about N3 after one year. If about N3 level is not achieved after one year, continued residence to the third year is allowed subject to learning necessary Japanese for mastering long-term care skills at the employing service provider.

- **Tests are given every one or two years, and maximum of five year employment can be obtained upon passing**
  Additional two-year training can be received by passing the test one year after entry, and further two-year training can be received by passing the test three years after entry. Subsequently, the trainee returns to the home country to engage in long-term care. However, if the Certified Care Worker national qualification is obtained during the Technical Intern Training period, status of residence can be changed to “Nursing Care” for permanent employment in Japan. Technical intern trainees who complete third year of training will be exempted from examinations required for “Specified Skilled Worker (i)” on page 9.

- **Support by supervising organization includes training and acceptance support**
  For accepting trainees, organizations such as business cooperatives and commerce and industry associations act as supervising organizations, accepting the technical intern trainees and providing training, then coordinating with care service providers who offer the internship.

### Requirements
- Expected to engage in jobs requiring acquired skills, etc., after returning to home country; has experience in same type of job as long-term care, etc.

#### Flowchart
1. **Prior local selection by sending organization**
2. **Local interview, matching**
3. **Local training and Japanese language proficiency tests by sending organization**
4. **Entry**
5. **Training by supervising organization (two months in principle)**
6. **Training (employment) by care service provider**
   - At end of Year 1: Written and practical exam
   - At end of Year 3: Practical examination
   - At end of Year 5: Practical examination
7. **Return to home country**

*Maximum of 5 year residence

### Start with the following

<table>
<thead>
<tr>
<th>Search for local supervising organization</th>
<th>Confirm whether the business meets requirements for providing technical intern training</th>
</tr>
</thead>
<tbody>
<tr>
<td>When employing a technical intern trainee, search and contact a supervising organization that provides acceptance support. Organization for Technical Intern Training (OTIT) website has a search function for supervising organizations.</td>
<td>The system has requirements for care service providers providing technical intern training. Confirm “Requirements Regarding Implementing Organizations” on Japan International Training Cooperation Organization (JITCO) website. Also confirm the OTIT website (see left) which provides information on relevant laws and regulations and notices.</td>
</tr>
</tbody>
</table>
"Specified Skilled Worker (i)" is a status of residence for accepting foreign nationals for the purpose of employment, to be implemented from April 2019.

Targeted foreign nationals enter Japan subject to confirmation of skill level and Japanese language proficiency with tests, etc. Care service provider may provide maximum of five-year employment.

They must return to the home country after five years; however, if the Certified Care Worker national qualification is obtained, status of residence can be changed to "Nursing Care" for permanent employment in Japan. Technical intern trainees who complete third year of training are exempted from examinations required for "Specified Skilled Worker (i)."

In response, the government reviewed the requirements for "Trainee" status of residence in 2010 and reclassified the acceptance of technical intern trainees under the system to the newly created "Technical Intern Training" status of residence. Consequently, corporations could have technical intern trainees engage in work immediately after entering Japan as part of training but are required to execute employment contracts and to strictly comply with labor related laws and regulations. However, as the purpose of technical intern training remains "transfer of skills," in principle, the trainees are to return and contribute to the home country after the training.

Employment of technical intern trainees should be made in accordance with the purpose of the program to ensure that it does not divert from the original intent, and training should be provided in compliance with labor related laws and regulations.
## Comparison of Four Systems for Employing Foreign Care Workers

<table>
<thead>
<tr>
<th>EPA</th>
<th>Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of System</td>
<td>Acceptance for the purpose of acquiring Certified Care Worker national qualification (enhance international cooperation)</td>
</tr>
<tr>
<td>Sending Country</td>
<td>Indonesia, Philippines, Vietnam</td>
</tr>
<tr>
<td>Status of Residence</td>
<td>“Designated Activities”</td>
</tr>
</tbody>
</table>
| Period of Residence | Prior to obtaining Certified Care Worker qualification: 4 years in principle (5 years if certain conditions are met)  
After obtaining Certified Care Worker qualification: Can be renewed without limitation |
| Family Members | After obtaining Certified Care Worker qualification:  
Family members (spouse/child) can join |
| Japanese Language Proficiency Required for Foreign Care Workers |  
- Indonesia/Philippines:  
After six months local training, enter with about JLPT N5 or above, receive six months training in Japan, and start employment at care service provider  
- Vietnam:  
After twelve months local training, enter with about JLPT N3 or above, receive 2.5 months training in Japan, and start employment at care service provider |
| Long-term Care Knowledge/Experience, etc. Required for Foreign Care Workers |  
- Indonesia:  
“Graduate Indonesian nursing school (minimum 3 year program)” or “graduate tertiary educational organization (minimum 3 year program) and care worker certification by Indonesian government”  
- Philippines:  
“Graduate Filipino nursing school (Bachelor) (4 years)” or “graduate four year university and care worker certification by Filipino government”  
- Vietnam:  
Completion of 3 or 4 year nursing program |
| Requirement to Take Certified Care Worker National Examination |  
- Must take national examination  
- As an exception, individual who fails the exam but satisfies certain scores may have residence extended for one year only and take the examination again  
- National examination may be taken again with “Short-Term Stay” status of residence after returning to home country  
- Accepting organizations (care service providers) must provide training and support system for obtaining national certification |
| Acceptance Support | Japan International Corporation of Welfare Services (JICWELS) |
| Types of Eligible Services for Employment | Following only refers to provisions of Long-Term Care Insurance Act  
Three types of Facility Covered by Long-Term Care Insurance, communal long-term care facility for people with dementia, Specified Facilities, Outpatient Day Long-Term Care, Outpatient Rehabilitation, day care for people with dementia, and short-stay  
After obtaining certified care worker qualification, can engage in home-visit services by providers satisfying certain conditions |
| Period Required for Inclusion in Placement Quota | Individuals with JLPT N2 or above can be included in placement quota upon employment. Others can be included after six months from employment. |
| Night Shift | Prior to obtaining Certified Care Worker qualification: Yes, after six months from employment or have passed Japanese Language Proficiency Test N1 or N2  
After obtaining Certified Care Worker qualification: Yes |
| Transfer within Same Corporation | Prior to obtaining Certified Care Worker qualification: No, in principle  
After obtaining Certified Care Worker qualification: Yes |
| Switching Jobs within Long-term Care Industry | Prior to obtaining Certified Care Worker qualification: No, in principle  
After obtaining Certified Care Worker qualification: Yes (however, requires permission to change status of residence) |

<table>
<thead>
<tr>
<th>Nursing Care</th>
<th>Employment of foreigners who graduated a certified care worker training school in Japan and have “Nursing Care” status of residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of System</td>
<td>Acceptance of foreign workers in specialist/technical areas</td>
</tr>
<tr>
<td>Sending Country</td>
<td>N/A</td>
</tr>
</tbody>
</table>
| Status of Residence | “Nursing Care”  
*Provided, however, “Student” before acquiring Certified Care Worker qualification (while attending Certified Care Worker training school)* |
| Period of Residence | Can be renewed without limitation |
| Family Members | Family members (spouse/child) can join |
| Japanese Language Proficiency Required for Foreign Care Workers |  
- Indonesia:  
“Student” before acquiring Certified Care Worker qualification (while attending Certified Care Worker training school)  
*Provided, however, “Student” before acquiring Certified Care Worker qualification (while attending Certified Care Worker training school)*  
*Must take national examination* |
| Long-term Care Knowledge/Experience, etc. Required for Foreign Care Workers | N/A (voluntary hiring activity by care service provider) |
| Requirement to Take Certified Care Worker National Examination |  
- Individual who has passed Japanese Language Proficiency Test N2 or above;  
- Individual who has been educated for six months or more at a Japanese language education organization notified by the Minister of Justice and is confirmed to have equivalent of N2 or above in Japanese language test at entrance examination;  
- Individual who has scored 200 points or above in Japanese Language subject in the Examination for Japanese University Admission for International Students (EJU); or  
- Individual who has scored 400 points or above in the BJT Business Japanese Proficiency Test. |
| Acceptance Support | N/A |
| Types of Eligible Services for Employment | Can be included in placement quota upon employment |
| Period Required for Inclusion in Placement Quota |  
- Individuals who have passed the national examination  
- Individuals who graduated Certified Care Worker training school between AY2017-2021 can maintain Certified Care Worker qualification either by engaging in long-term care for five years after graduation or passing the national examination |
| Night Shift |  
- Yes |
| Transfer within Same Corporation |  
- Yes |
| Switching Jobs within Long-term Care Industry |  
- Yes |
### Technical Intern Training

**Employment of foreigners using the Technical Intern Training Program (technical intern trainee)**

<table>
<thead>
<tr>
<th>Transfer of skills from Japan to another country (international contribution)</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Year 1:</strong> “Technical Intern Training (i)”</td>
<td>Year 2-3: “Technical Intern Training (ii)”</td>
</tr>
<tr>
<td>Year 4-5: “Technical Intern Training (iii)”</td>
<td></td>
</tr>
<tr>
<td>Technical Intern Training (i) (transfer from (i) after passing trade skill test):</td>
<td>2 years maximum</td>
</tr>
<tr>
<td>Technical Intern Training (ii) (transfer from (ii) after passing trade skill test):</td>
<td>2 years maximum</td>
</tr>
<tr>
<td>Total 5 years maximum (for Excellent Supervising Organizations and Excellent Implementing Organizations)</td>
<td></td>
</tr>
</tbody>
</table>

**Family members (spouse/child) cannot join**

**At time of entry:**

- About N3 in Japanese Language Proficiency Test is desirable, about N4 is minimum requirement
- **One year after entry** (at time of conversion to “(ii)”):
  - Minimum requirement of about N3
  - *If about N3 level is not achieved after one year, continued residence to the third year is allowed subject to learning necessary Japanese for mastering long-term care skills at the employing service provider*

**Supervising Organization Type:**
- Has “experience with similar job” in the foreign country, or specific circumstances exist requiring participation in technical intern training

**Individual Enterprise Type:**
- Employee of foreign organization with close relationship with the implementing organization

| N/A (voluntary) | * Status of residence may be converted to “Nursing Care” by obtaining Certified Care Worker qualification |
| Supervising Organization Type: Each supervising organization | Individual Enterprise Type: Each enterprise |

**Excluding services:**
- home-visit

**Individuals with JLPT N2 or above can be included in placement quota upon employment. Others can be included after six months from employment**

*Conditional*:
- *Simultaneous placement of care workers other than technical intern trainee is required. Industry guideline also sets forth the requirement for multiple employees comprising of trainees and care workers other than technical intern trainees conducting work. Industry guideline requires efforts by corporations such as limiting night shifts, etc. to second year onwards.)*
- Provided, however, limited to where the transfer is deemed necessary for acquiring the skills, etc. under the Technical Intern Training program.
- No, in principle

---

### Specified Skilled Worker

**Employment of foreigners with “Specified Skilled Worker (i)” status of residence**

<table>
<thead>
<tr>
<th>Acceptance of foreign nationals with specific expertise/skills to address labor shortage</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>“Specified Skilled Worker (i)”</strong></td>
<td></td>
</tr>
<tr>
<td>5 years maximum</td>
<td></td>
</tr>
</tbody>
</table>

**Family members (spouse/child) cannot join**

**Confirm following Japanese language proficiency with pre-arrival test, etc.**

- Certain level of everyday conversation skills for living
- Japanese language skills necessary for working in long-term care

*Individual who has completed third year of technical intern training or Certified Care Worker training school is deemed to satisfy the necessary Japanese language proficiency, and is exempted from examinations, etc.*

**Confirm following skill levels with pre-arrival test, etc.**

- Level required for appropriately working in the accepting industry

*Individual who has completed third year of technical intern training or Certified Care Worker training school is deemed to satisfy the necessary skill levels, and is exempted from examinations, etc.*

| N/A (voluntary) | * Status of residence may be converted to “Nursing Care” by obtaining Certified Care Worker qualification |
| Supervising Organization Type: Each supervising organization | Individual Enterprise Type: Each enterprise |
| Excluding services: home-visit | |

**Can be included in placement quota upon employment**

(Provided, however, a framework for securing safety in care provided at accepting facility for six months is required)

| Yes | Yes |

---

*Based on information as of April 1, 2019*
Employment of Indonesian EPA Care Worker at TOKUYO “S”

Corporate summary
Social welfare corporations providing long-term care services (TOKUYO, home-visit long-term care, outpatient day long-term care, etc.), and facilities providing services and supports for the disabled, etc.

Status of employment of EPA Care Workers
Employed at three TOKUYO from 2015

Overview of TOKUYO “S”
Established in May 2020, 100 beds, 116 employees, of which 70 are care workers, with employment of 9 EPA Care Workers (actual numbers, as of February 2019). Working on development of foreign care workers to prepare for decrease of working population of Japanese nationals.

What preparations did you make for accepting?
Promoted mutual understanding and provided thorough instruction to respect everyone’s religion and to avoid trouble at work.
- All staff: implemented training for understanding Islam
- EPA Care Workers: Explained rules for working at the facility such as prayers to be limited to breaks, etc.

What study support framework is provided?
In addition to study support such as JICWELS group training and new-hire training program at the facility, following support is being provided:

- Months 2-4: Japanese language class (once a week)
- Month 5 to 2 years 4 months: 
  - Certified Care Worker Examination Preparation (once a week)
  - Instruction on home study given at the facility
  - Study at facility during work hours (several hours per week)
- Year 2: 2 years 5 months - examination
  - Certified Care Worker Examination Preparation (twice a week)

Skills and career development

<table>
<thead>
<tr>
<th>Skills and career development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start of Training</td>
</tr>
<tr>
<td>Day Shift</td>
</tr>
<tr>
<td>Certified Care Worker Accreditation</td>
</tr>
</tbody>
</table>

Start working under supervision of instructor, then move to the next step when capable of working alone

EPA Example of Care Service Provider Employing EPA Care Workers

Q. How are the EPA care workers at their job?
A. EPA care workers have abundant knowledge as they have graduated nursing school, and their high motivation to work is having good effect on the Japanese employees. Many users and family members have commented that EPA care workers are sweet and detailed, and that it’s good to have them here.

Q. What efforts are needed for EPA care workers to prosper?
A. Organizational decision-making structure and rules must be clarified. Corporations that operate several facilities must ensure that the policies are consistent between the facilities. We ensure information sharing between Japanese employees and EPA Care Workers, by holding joint meetings on at least monthly basis. Support framework for EPA Care Workers is also important. We have one living support coordinator at corporate headquarters, and one at each facility. When the EPA Care Workers acquire Certified Care Worker accreditation, we would like them to support future EPA Care Workers.

Actual expenses for accepting students(approximation) as of FY2015
- Job application fee: 20,000 yen
- Training management fee (annual) (JICWELS): 20,000 yen per student
- Brokerage fee (JICWELS): 131,400 yen per student
- Sending fee (Indonesia): 36,500 yen per student
- Japanese language training fee (Japanese language training organization): 360,000 yen per student
- Other, including travel expense for participating in local group seminar
Status of Students at Certified Care Worker Training Schools

Recently, the number of foreign nationals studying at Japanese certified care worker training schools is increasing, and some training schools have established frameworks for accepting such students. Academic background of students in the home country varies from high school, junior college, technical institutions to university and graduate schools, and many have Japanese language proficiency level of about N2 to N3. Some of the foreign nationals are expected to prosper as Certified Care Workers at Japanese long-term care facilities after graduation.

(Foreign students' academic background in home country)

<table>
<thead>
<tr>
<th>Year</th>
<th>1</th>
<th>2 and above</th>
</tr>
</thead>
<tbody>
<tr>
<td>n</td>
<td>432</td>
<td>148</td>
</tr>
<tr>
<td>Below Senior High School</td>
<td>3.5%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Senior High School</td>
<td>23.5%</td>
<td>47.3%</td>
</tr>
<tr>
<td>Junior College, Technical Institutions</td>
<td>38.8%</td>
<td>47.3%</td>
</tr>
<tr>
<td>University, Graduate School</td>
<td>31.8%</td>
<td>13.8%</td>
</tr>
<tr>
<td>No answer</td>
<td>2.4%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

(Foreign students' Japanese language proficiency)

<table>
<thead>
<tr>
<th>Year</th>
<th>1</th>
<th>2 and above</th>
</tr>
</thead>
<tbody>
<tr>
<td>n</td>
<td>432</td>
<td>148</td>
</tr>
<tr>
<td>About N1</td>
<td>35.9%</td>
<td>47.3%</td>
</tr>
<tr>
<td>About N2</td>
<td>28.9%</td>
<td>41.2%</td>
</tr>
<tr>
<td>About N3</td>
<td>40.7%</td>
<td>31.1%</td>
</tr>
<tr>
<td>About N4</td>
<td>6.5%</td>
<td>1.6%</td>
</tr>
<tr>
<td>About N5</td>
<td>4.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>No answer</td>
<td>4.2%</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

Source: FY2018 MHLW subsidy for research study “Survey on Acceptance of Foreign Students by Certified Care Worker Training Schools” (as of October 1, 2018)
Note 1. Survey targeted foreign students studying at certified care worker training school with casual job at long-term care facilities
Note 2. On Japanese language proficiency, students who have taken JLPT selected applicable levels from N1 to N5, and students who haven’t taken JLPT selected the levels from N1 equivalent to N5 equivalent. The aggregated result is shown as about N1 to about N5.

Comments from long-term care facilities affiliated with certified care worker training schools that support student training

What study support is provided to students in collaboration with certified care worker training schools?

We share information such as status of study and grade transcript of foreign students with the training school and teach Japanese language and long-term care skills using free time of foreign students. If we hear from the training school that a student seems to be having difficulty writing Japanese, we practice writing long-term care records; if another student is not good at listening comprehension, we provide special study aids.

Long-term care skills may involve communication with users of the facility, as well as housekeeping and physical care, starting with low-risk tasks. We not only teach the technical methods but provide detailed explanation on why things are done in a certain way.

What do you focus on when communicating with foreign students?

We would like them to master necessary skills for providing high quality long-term care service. On the other hand, we respect their culture, and do not ask them to completely assimilate with the Japanese.

For example, due to the culture of respecting elders, students seem to have difficulty saying that they do not understand the explanation given by an older person. So, we take care to give explanation in plain language, and make extra efforts to confirm their understanding. In addition, we provide support for living, such as taking them to restaurants serving food of their home country and buying blankets to prepare for cold weather.
# Points to note when hiring foreign care workers

**Take note of the following to ensure foreign care workers stay at the workplace**

<table>
<thead>
<tr>
<th><strong>Make sure that the users are comfortable</strong></th>
<th><strong>Foreign care workers are not source of cheap labor</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Long-term care involves personal service and requires communication in Japanese language. To make sure that the users are comfortable, foreign care workers should acquire necessary level of Japanese language proficiency. In addition to basic technical terminology, they should have knowledge of mimetic words and onomatopoeic words necessary for understanding what the user is trying to communicate and learn long-term care terminology necessary for communication with other employees.</td>
<td>When foreign care workers are engaged in equivalent labor as Japanese, they should be treated the same. This also applies to casual employment of foreign students. The Minimum Wage Act must be complied with, and the compensation level should be equal to or higher than the compensation for Japanese nationals doing the same job.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Pay attention to religious and cultural differences</strong></th>
<th><strong>Provide wide range of support including living aspects</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Depending on the religion of the foreign care worker, there may be dietary restrictions and time required for prayer. They may have culture and customs unfamiliar to the Japanese. Confirm and respect the religion and culture, etc. of each employee.</td>
<td>Support for living environment is also important for foreign care workers to work. Support for securing housing and commute to work should be helpful. Living supports provided by many long-term care facilities employing EPA Care Workers are provided on page 5 for your reference.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Pay attention to residency management</strong></th>
<th><strong>Provide prior detailed explanation to employees</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay attention to residency management. Please provide support including on procedures for renewal of residency period. Employment that differs from the contents of application at the time of residency period renewal procedure, etc. (different job or hasty transfer between facilities, etc.), is not permitted.</td>
<td>When employing foreign nationals, understanding by co-workers who work together and provide education is very important. Start hiring activity after providing detailed explanation to the staff on what system will be implemented by the business to employ foreign nationals.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>When offering scholarships, etc., be careful not to make employment by certain providers mandatory</strong></th>
<th><strong>When offering casual employment to foreign students, please note the limit on hours of work, etc.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>When offering/lending scholarship, etc. to foreign students attending Japanese language schools or training schools, demanding employment by the care service provider that offered/lent the scholarship, etc. is not permitted. In case of a loan, making employment by the providers for a certain period after graduation as a condition for exemption from repayment of scholarship, etc. may be permissible, but reasonable repayment rule, etc. should be established in case of no employment.</td>
<td>When offering casual employment to foreign students attending Certified Care Worker training schools, relevant laws and regulations must be complied with. Foreign students must obtain permission from the Immigration Bureau for activities outside their qualification in advance. Hours of work must be within 28 hours per week, and the obligations of the business owner include provision of clear written statement of the labor conditions, purchase of industrial accident compensation insurance, and provision of paid leave.</td>
</tr>
</tbody>
</table>
Contact List for Employment of Foreign Care Workers

<table>
<thead>
<tr>
<th>System</th>
<th>Description</th>
<th>Contact</th>
<th>Telephone Number</th>
<th>HP</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPA</td>
<td>Employment of Certified Care Worker Candidates under EPA</td>
<td>Japan International Corporation of Welfare Services (JICWELS) Acceptance Support for Foreign Professionals Department</td>
<td>03-6206-1138</td>
<td></td>
</tr>
<tr>
<td>Nursing Care</td>
<td>Consultation on all matters regarding foreign students aiming to become a Certified Care Worker</td>
<td>Japan Association of Training Institutions for Certified Care Workers, Helpline for International Students to Become Certified Care Workers</td>
<td>0120-07-8505</td>
<td></td>
</tr>
<tr>
<td>Technical Intern Training</td>
<td>Employment of Technical Intern Trainees using the Technical Intern Training Program</td>
<td>Japan International Training Cooperation Organization (JITCO) Technical Intern Training Affairs Department, Consultancy Division</td>
<td>03-4306-1160</td>
<td></td>
</tr>
</tbody>
</table>

*For employment of foreigners with “Specified Skilled Worker (i)” status of residence, contact the Regional Immigration Bureau or District Immigration Office.

Detailed Information on Systems for Employing Foreign Care Workers

For detailed information on the four systems for employing foreign care workers, confirm the Ministry of Health, Labour and Welfare website below.

**EPA**
- Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)
- Employment of foreigners who graduated a certified care worker training school in Japan and have “Nursing Care” status of residence

**Nursing Care**
- Employment of foreigners
- Employment of foreigners using the Technical Intern Training Program (technical intern trainee)

**Technical Intern Training**
- Employment of Technical Intern Trainees using the Technical Intern Training Program

**Specified Skilled Worker**
- Employment of foreigners with “Specified Skilled Worker (i)” status of residence

Guidebook for Care Service Providers on Employment of Foreign Care Workers

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