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 know-how 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?

Learn about basic Methods for hiring foreign care workers → go to page 2

Learn about the Current Situations of hiring foreign care workers → go to page 4

Learn about the specific Details of Various Systems in place for employing foreign care workers → go to page 6

Case study and Comments by care service providers that hired foreign care workers → go to page 12
Summary of Four Systems for Employing Foreign Care Workers

<table>
<thead>
<tr>
<th>System</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>
<th>After obtaining qualification, Permanent employment is possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPA Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)</td>
<td>N/A</td>
<td>N/A</td>
<td>go to page 6</td>
</tr>
<tr>
<td>Nursing Care Employment of foreigners who graduated a certified care worker training school in Japan and have “Nursing Care” status of residence</td>
<td>go to page 7</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Technical Intern Training Employment of foreigners using the Technical Intern Training Program (technical intern trainee)</td>
<td>go to page 8</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Specified Skilled Worker Employment of foreigners with “Specified Skilled Worker (i)” status of residence</td>
<td>go to page 9</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

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

*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.*

---

**Table:**

<table>
<thead>
<tr>
<th>System</th>
<th>Requirements at time of entry</th>
<th>Qualification necessary for working in long-term care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specified Skilled Worker</td>
<td>Certainty level of everyday conversation skills for living</td>
<td>N/A</td>
</tr>
<tr>
<td>Nursing Care</td>
<td>Vast majority has about N3 level at time of start of employment</td>
<td>Yes Support by supervising organization</td>
</tr>
<tr>
<td>Technical Intern Training</td>
<td>Requirements at time of entry is about N4 level</td>
<td>Yes</td>
</tr>
<tr>
<td>EPA</td>
<td>Acceptance support by JICWELS</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*1. 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).
2. “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.
3. Qualification such as “about N4” refers to cases where the individual has passed JLPT N4 or is deemed to have equivalent skills.

---

**Diagram:**

- **Specified Skilled Worker:**
  - Employee requires a qualification of N2 level at entry.
  - The maximum period of stay is five years.
  - Permanent employment is possible.
  - Conditions for obtaining certification include passing the JLPT N2 or equivalent.

- **Nursing Care:**
  - Employee must have a certification as a care worker in their home country.
  - Employment is possible for foreign care workers who have a Certification as a care worker candidate under EPA.
  - Requirements for employment include obtaining a certification as a certified care worker or candidate.

- **Technical Intern Training:**
  - Employee must complete the third year of training.
  - Employment is possible after obtaining certification as a skilled worker.
  - Requirements for employment include passing the JLPT N2 or equivalent.

- **EPA Employment of Certified Care Worker Candidates:**
  - Employee must have a qualification as a certified care worker or candidate.
  - Employment is permanent after obtaining certification.
  - Requirements for employment include passing the JLPT N2 or equivalent.

---

**Legend:**
- N/A: Not applicable
- Yes: Available
- No: Not available

---

**Japanese Language Proficiency Test (JLPT):**

<table>
<thead>
<tr>
<th>Level</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>N1</td>
<td>Ability to understand Japanese used in everyday situations and 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 basic Japanese</td>
</tr>
<tr>
<td>N4</td>
<td>Ability to understand some basic Japanese</td>
</tr>
</tbody>
</table>

---

**Japanese Language Proficiency Test (JLPT) Levels:**

- **N1:** Proficiency in understanding and using Japanese at a high level, required for entry into college-level courses.
- **N2:** Proficiency in understanding and using Japanese at a medium level, required for entry into high school or private sector jobs.
- **N3:** Proficiency in understanding and using Japanese at a low level, required for entry into elementary or middle school.
- **N4:** Proficiency in understanding and using Japanese at a very low level, required for entry into kindergarten or nursery school.
- **N5:** Proficiency in understanding and using Japanese at a very low level, required for entry into kindergarten or nursery school.
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 individual in FY2018. EPA Care Workers 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*4 and ROKEN*5.

Some foreign nationals are studying at the Japanese certified care worker training schools to obtain Certified Care Worker qualification and work for Japanese care service provider, resulting in 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 end of December 2018, of which 946 have eventually accredited and sequentially entered Japan as technical intern trainees.

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

Planning to accept foreign care workers

Long-term care facilities employing EPA Care Workers

Don’t know/undecided

No answer

No plan to accept

Continue to accept

Planning to accept

170%

0.9%

3.2%

78.9%

20.2%

14.6%

16.2%

Not considering, have no plan to accept

Have considered, but have no plan to accept

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

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

What are supports being provided by care service providers who employ foreign care workers?

Living support provided to foreign care workers by long-term care facility employing EPA Care Workers (top 7 item)

Housing support

Support for administrative procedures and housing rent contracts, etc.

Support for enhancing communication such as Japanese language school

Mental health care

Consideration for culture/customs

Consideration for religion

Support for environmental adjustment such as climate

0% 20% 40% 60% 80% 100%

96.8%

93.6%

83.9%

81.7%

74.8%

65.6%

62.8%

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)

Note: Of the ten items concerning support for living aspects, top seven items with higher ratio of “Strong support provided” and “support provided,” remaining three items were “support concerning food,” “support for interaction with community/people,” and “private issues (relationship advice, lending and borrowing money, side job, etc.)”

How do users and family members assess foreign care workers?

Assessment of foreign care workers by users and family members

Quality of long-term care services provided by foreign care workers

Not satisfied

2.1%

No answer

7.9%

Average

24.8%

Satisfied

65.1%

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

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 residences, 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.”

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 residences, 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.”

Positive points of long-term care services received

Responds immediately to nurse calls.

I was grateful to be asked “are you all right? Tell me whatever you need.” Always smiling, and always talk to me.

Receiving a monthly letter in Japanese about my mother who is staying at the facility. Very dedicated to everyday tasks, a wonderful person.

Always smiling and happily engaged. Pays attention to small changes, such as commenting “how nice” when I have new shoes or changed bath towels.

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.
Four Systems for Employing Foreign Care Workers

#### EPA

**Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)**

**Requirements**
- “Graduated/completed nursing school/nursing course”, or “graduated university/tertiary education organization and government certified care worker at home country”
- "differs by country"
- "*Entry requirement is about JLPT N5, or N3 and above.*差は国ずながり着出(入)入国の志望"　
- "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."

**Entry**
- Japanese language training (6-12 months) by Japanese language training organization prior to entry and JLPT
- *Matching around this time*

**Employment/training by Care Service Provider**
- 4th year from entry

**Continue employment as Certified Care Worker**
- *No limit to period of residence*

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#### Nursing Care

**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)

**Employment by Care Service Provider**
- (certified care worker training school students may be employed on casual basis)
- *No limit to period of residence*

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#### Start with the following

**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 seminars 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.

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*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.*
Purpose and history of technical intern training program

Technical Intern Training Program was established in 1993 as part of international contribution to accept foreign nationals from developing regions, etc., as technical intern trainee by the Japanese industries for a certain period to acquire skills and technologies, etc.

Initially, foreign nationals visiting Japan under this program were accepted by Japanese corporations as trainees ("Trainee" status of residence). As the purpose of the program is "transfer of skills," the trainees were required to attend training lectures for certain period and could not execute an employment contract with the corporation for that time.

Under these circumstances, some corporations started to use the trainees without employment contracts as source of cheap labor without application of labor related laws and regulations, and failure to pay wages, low wages, and unpaid overtime became problems.

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," 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.

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Technical Intern Training Program is a program intended for transferring skills from Japan to other countries, by accepting foreign nationals at Japanese industry for certain period to learn skills and technologies, etc., through OJT for contribution to economic development of their native countries.

Employees of foreign nationals with status of residence such as "Permanant Residenit" is another method.

Some foreign residents in Japan have status of residence with no limitation on employment. Foreign nationals with status of residence such as "Permanent Resident," "Spouse or Child of Japanese Nationals," "Spouse or Child of Permanent Resident," and "Long Term Resident" can work in mostly same manner as a Japanese national. "Permanent Resident" status has no limitation on period of residence or employment, and "Spouse or Child of Japanese Nationals," "Spouse or Child of Permanent Resident," and "Long Term Resident" status has limits on period of residence but no limitation on employment.

These people may be employed for relatively long term without limitation on employment. In addition, many long term residents may not require explanation on Japanese culture and customs, or support in living aspects. Local foreign residents may be considered from the perspective of similar employment process to a Japanese national.
Comparison of Four Systems for Employing Foreign Care Workers

<table>
<thead>
<tr>
<th>Purpose of System</th>
<th>Acceptance for the purpose of acquiring Certified Care Worker national qualification (enhance international cooperation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sending Country</td>
<td>Indonesia, Philippines, Vietnam</td>
</tr>
<tr>
<td>Status of Residence</td>
<td>“Designated Activities”</td>
</tr>
<tr>
<td>Period of Residence</td>
<td>Prior to obtaining Certified Care Worker qualification: 4 years in principle (5 years if certain conditions are met)</td>
</tr>
<tr>
<td>Family Members</td>
<td>After obtaining Certified Care Worker qualification: Can be renewed without limitation</td>
</tr>
<tr>
<td>Requirement to Take Certified Care Worker National Examination</td>
<td>Indonesia: Prior to obtaining Certified Care Worker qualification: 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</td>
</tr>
<tr>
<td>Requirement to Take Certified Care Worker National Examination</td>
<td>Philippines: This system is separated from the JICWELS system. 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</td>
</tr>
<tr>
<td>Requirement to Take Certified Care Worker National Examination</td>
<td>Vietnam: Six months training at care service provider</td>
</tr>
<tr>
<td>Requirement to Take Certified Care Worker National Examination</td>
<td>N/A (voluntary)</td>
</tr>
<tr>
<td>Types of Eligible Services for Employment</td>
<td>Accredited by the Japanese Association of Training Institutions for Certified Care Workers</td>
</tr>
<tr>
<td>Types of Eligible Services for Employment</td>
<td>N/A (voluntary)</td>
</tr>
<tr>
<td>Period Required for Inclusion in Placement Quota</td>
<td>N/A (voluntary)</td>
</tr>
<tr>
<td>Night Shift</td>
<td>Prior to obtaining Certified Care Worker qualification: Yes, after six months from employment or have passed Japanese Language Proficiency Test N1 or N2</td>
</tr>
<tr>
<td>Transfer within Same Corporation</td>
<td>After obtaining Certified Care Worker qualification: Yes</td>
</tr>
<tr>
<td>Switching Jobs within Long-term Care Industry</td>
<td>Prior to obtaining Certified Care Worker qualification: No, in principle</td>
</tr>
</tbody>
</table>

**Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)**

| Japanese Language Proficiency Required for Foreign Care Workers | N/A |
| Long-term Care Knowledge/Experience, etc. Required for Foreign Care Workers | N/A |
| Acceptance Support | N/A (voluntary) |

**Nursing Care**

| Acceptance of foreign workers in specialist/technical areas | N/A |
| “Nursing Care” | Specified “Student” before acquiring Certified Care Worker qualification (while attending Certified Care Worker training school) |
| Can be renewed without limitation | Specified |
| Family members (spouse/child) can join | Specified |

**Technical Intern Training (EPA)**

| Transfer of skills from Japan to another country (international cooperation) | N/A |
| Year 1: “Technical Intern Training (i)” | Specified |
| Year 2-3: “Technical Intern Training (ii)” | Specified |
| Year 4-5: “Technical Intern Training (iii)” | Specified |
| Technical Intern Training (i): 1 year maximum | Specified |
| Technical Intern Training (ii): 2 years maximum | Specified |
| Technical Intern Training (iii): 3 years maximum | Specified |
| Total 5 years maximum (for Excellent Supervising Organizations and Excellent Implementing Organizations) | Specified |
| Family members (spouse/child) cannot join | Specified |

**Employment of foreigners using the Technical Intern Training Program**

| Supervising Organization Type | Has “experience with similar job” in the foreign country, or specific circumstances exit requiring participation in technical intern training |
| Individual Enterprise Type | Employee of foreign organization with close relationship with the implementing organization |
| N/A (voluntary) | “Nursing Care” by obtaining Certified Care Worker qualification |
| N/A (voluntary) | “Nursing Care” by obtaining Certified Care Worker qualification |

**Specified Skilled Worker (i)**

| Acceptance of foreign nationals with specific expertise/skills to address labor shortage | N/A |
| “Specified Skilled Worker (i)” | Specified |
| 5 years maximum | Specified |
| Family members (spouse/child) cannot join | Specified |

**Specified Skilled Worker (ii)**

| Confirm following Japanese language proficiency with pre-arrival test, etc. | Specified |
| Minimum requirement of about N3 | Specified |
| At time of entry: About N3 in Japanese Language Proficiency Test is desirable, about N4 is minimum requirement | Specified |
| One year after entry (at time of conversion to “i”): 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 |

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

| Supervising Organization Type: Each supervising organization | Specified |
| Individual Enterprise Type: Each enterprise | Specified |

**Support by registered supporting organization**

| Excluding home-visit services | Specified |
| Excluding home-visit services | Specified |

| Families of foreign care workers | Specified |
| Families of foreign care workers | Specified |

**Based on information as of April 1, 2019**
Supervising organization must be carefully selected when employing Technical Intern Trainees. The key is screening before local interview, and pre-arrival and post-arrival trainings. Screening before local interview and pre-arrival training is performed by the local sending organization, but the care service provider cannot select the sending organization. Therefore, a member of a supervising organization has an agreement with sending organizations that provide screening and training that matches the service provider’s needs is very important.

Supervising organization for the corporation has an agreement with the sending organization to have “graduate of nursing schools” as a requirement to screen before local interview. In addition, at pre-arrival Japanese training, candidates who obtained N4 qualification which is the minimum requirement for entry to Japan are tested to re-apply to obtain N3 prior to arrival. Training by the supervising organization after arrival incorporates care worker induction course.

Technical intern trainees go through these selection process/training, so they are quick to master technical skills, and are capable of solidly performing tasks in about a month after starting OJT.

Technical intern trainees are very promising resources, considering that they can be employed for three years if they pass the examination one year after entry, and can select “Nursing Care status of residence if they become a Certified Care Worker during the training period, and that they can be exempted from some of the examination for “Skilled Worker (I)” status of residence if they complete third year of training.

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 significantly 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 at Certified Care Worker Training Schools after graduation.

(Foreign students’ academic background in home country
n=595
- Below Senior High School 3.5%
- Senior High School 23.5%
- Junior College, Technical Institutions 38.8%
- University, Graduate School 31.8%

Note: 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 follows.

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 follows.

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

We would like them to master necessary skills for providing high quality long-term care service. On the other hand, we respect their customs 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 according to their customs and understand 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.
Take note of the following to ensure foreign care workers stay at the workplace.

**Points to note when hiring foreign care workers**

**Make sure that the users are comfortable**

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.

**Foreign care workers are not source of cheap labor**

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.

**Pay attention to religious and cultural differences**

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.

**Provide wide range of support including living aspects**

Support for living environment is also important for foreign care workers to work. Support for securing housing and commuting 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.

**Pay attention to residency management**

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.

**Provide prior detailed explanation to employees**

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.

**When offering scholarships, etc., be careful not to make employment by certain providers mandatory**

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.

**When offering casual employment to foreign students, please note the limit on hours of work, etc.**

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.

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**Contact List for Employment of Foreign Care Workers**

<table>
<thead>
<tr>
<th>System</th>
<th>Description</th>
<th>Contact</th>
<th>Telephone Number</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>
</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>
</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>
</tr>
</tbody>
</table>

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

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**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.

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**Guidebook for Care Service Providers on Employment of Foreign Care Workers**

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