

Food Service Industry Specified Skilled Worker (i) Test

Information on test held in Japan

**The Organization for Technical Skill Assessment of
Foreign Workers in Food Industry**

OTAFF

THE ORGANIZATION FOR TECHNICAL SKILL
ASSESSMENT OF FOREIGN WORKERS IN FOOD INDUSTRY

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1. Specified Skilled Workers and the purpose of the test

With the revision of the Immigration Control and Refugee Recognition Act, a new status of residence, “Specified Skilled Worker,” was created on April 1, 2019.

The Specific Skilled Worker is a system for the acceptance of foreign workers who have specialized skills in specified industry fields, such as the food service industry, where there are not enough people working in Japan.

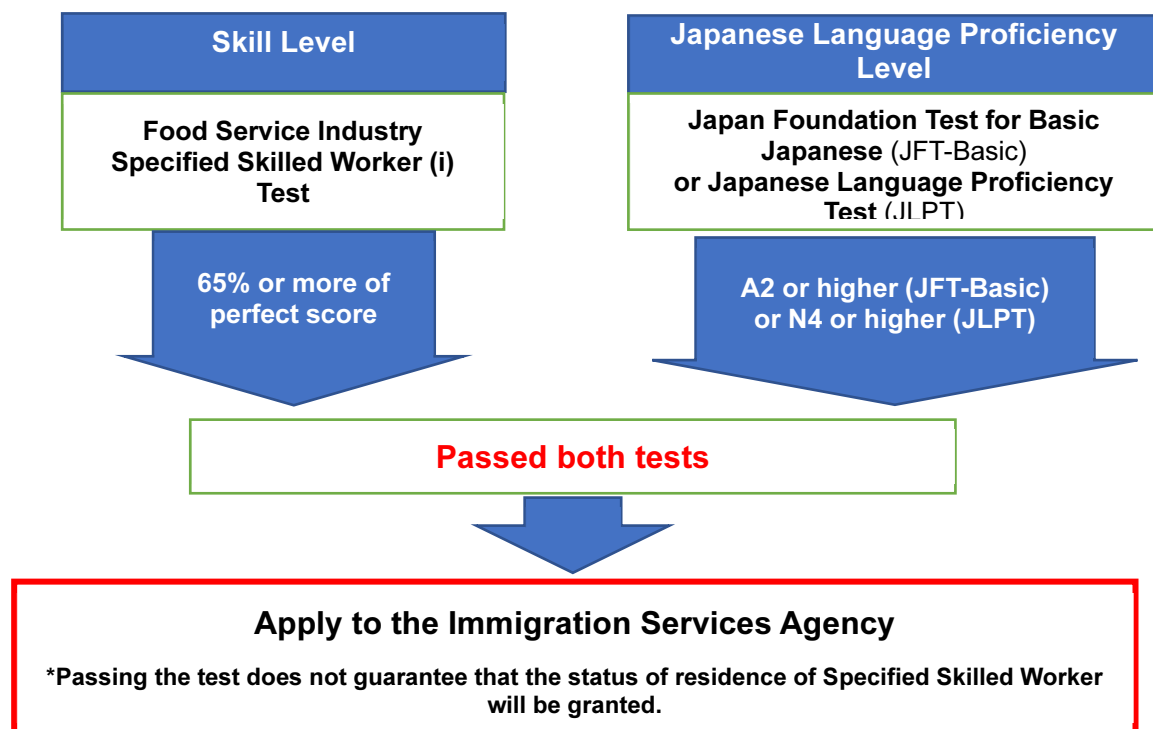
In order to qualify for the status of residence of Specified Skilled Worker (i) for the food service industry, an applicant must satisfy the “Skill Level” and “Japanese Language Proficiency Level” requirements.

The Japanese Language Proficiency Level is judged by the Japan Foundation Test for Basic Japanese (JFT-Basic), or the Japanese Language Proficiency Test (JLPT) operated by the Japan Foundation and Japan Educational Exchanges and Services.

The Skill Level in the food service industry is determined by the Food Service Industry Specified Skilled Worker (i) Test administered by the Organization for Technical Skill Assessment of Foreign Workers in Food Industry (OTAFF). (OTAFF may abbreviate the names of the tests as and when necessary.)

To apply for the status of residence of Specified Skilled Worker, please contact the Immigration Services Agency of the Ministry of Justice. OTAFF cannot respond to any queries other than those regarding the Specified Skilled Worker (i) tests for the food and beverages manufacturing industry and the food service industry.

[Application for Status of Residence: Specified Skilled Worker (i) (Food Service Industry)]



2. Eligibility

Persons eligible to take the test in Japan for Specified Skilled Workers in the food service industry are those who satisfy the conditions a) and b) below on the day of the test.

- a) Persons who have the appropriate status of residence (Note 1) and are 17 years of age or older on the day of the test.
- b) Persons who have a passport issued by a foreign government or competent authority of a territory (Note 2), as prescribed in public notice by the Minister of Justice, for the purposes of cooperating in the smooth execution of any forced deportation order.

Note 1: Persons who are residing in Japan in compliance with Japanese laws are eligible. This also includes temporary visitors who are legally in Japan, even if they do not have a residence card. Persons who are in Japan without following Japanese laws (illegal residents) cannot take the test.

Note 2: Currently, persons who have a passport issued by a foreign government or territory other than the Islamic Republic of Iran are eligible.

Important points:

- Passing the test does not guarantee that the status of residence of Specified Skilled Worker will be granted.

Even if applicants who have passed the test submit an application for a Certificate of Eligibility or an application for changing their status of residence, it is not always the case that a Certificate of Eligibility can be issued, or a change in status of residence can be approved.

- Further, even if you do receive a Certificate of Eligibility, your visa application will be reviewed separately by the Ministry of Foreign Affairs, and there is no guarantee that you will be granted a visa.

3. Test subjects, test format, etc.

(All test questions are written in Japanese, and the kanji characters are annotated with furigana.)

Test subjects: Two tests comprising a theoretical test and a practical test Test time: 70 minutes

Test format: Written test (using a mark sheet)

(1) Theoretical test

The test will measure the applicant's knowledge relating to hygiene management, the preparation of food and drink, and general customer service, as well as whether they have sufficient Japanese language proficiency for the work.

Item	Main contents	Number of questions	Allocation of points
Hygiene management	<ul style="list-style-type: none"> • Knowledge relating to general hygiene management • Knowledge relating to HACCP • Knowledge relating to food poisoning, etc. 	10 questions	Full marks: 40 points (@4 points each)
Food and drink preparation	<ul style="list-style-type: none"> • Knowledge relating to cooking • Knowledge relating to ingredients • Knowledge relating to cooking utensils, etc. 	10 questions	Full marks: 30 points (@3 points each)
General customer service	<ul style="list-style-type: none"> • Knowledge relating to general customer service • Knowledge relating to food diversification • Knowledge relating to complaint handling, etc. 	10 questions	Full marks: 30 points (@3 points each)
		Total 30 questions	Total 100 points

(2) Practical test (judgment test and planning test)

In the judgment test, applicants are asked to determine which action is correct in a given situation, using diagrams and illustrations; in the planning test, they are asked to formulate plans for the required tasks for job performance, using calculation formulae.

Item	Main contents	Number of questions			Allocation of points
		Judgment test	Planning test	Total	
Hygiene management	Same as theoretical test	3 questions	2 questions	5 questions	Full marks: 40 points (@8 points each)
Food and drink preparation	Same as theoretical test	3 questions	2 questions	5 questions	Full marks: 30 points (@6 points each)
General customer service	Same as theoretical test	3 questions	2 questions	5 questions	Full marks: 30 points (@6 points each)
		Total 9 questions	Total 6 questions	Total 15 questions	Total 100 points

4. Pass mark

The pass mark is 65% or more of the full score.

5. Textbooks

The textbooks that can be used for test preparation are available at the website of Japan Foodservice Association (<https://www.jfnet.or.jp/contents/gaikokujinzai/>).

6. Test application procedures and prohibition of duplicate applications

Step 1. Read the test information

Go through the conditions for eligibility and the test subjects, etc.

Step 2. Register your own My Page

[My Page Registration Guide](#)

[Photo Requirements for My Page Registration](#)

Read through the My Page Registration Guide and enter your personal information and upload your portrait photograph to your own My Page.

Your My Page registration will be screened, and this can take up to five business days.

Please register before the deadline for new My Page registration, which is before the test application period begins.

If you register after the deadline (different for each test session), it will take more than one month to review.

Your portrait photograph will be used for identification at the reception and for the pass certificate. Carefully read the Photo Requirements for My Page Registration and register correctly.

Prohibition of duplicate registration

Duplicate My Page registration

One person can only create one My Page.

The same person cannot create two My Pages.

Step 3. Submit test application

[Test Application Guide](#)

Carefully read the Test Application Guide before submitting your application.

Log into your My Page and select the test date and venue; check the eligibility one more time before submitting your application. After the application period of the test, you cannot change the test date and venue.

When the number of applicants is small, a second call for applications will be made.

Prohibition of duplicate applications

Duplicate test applications

One person can only apply for each test of the food and beverage manufacturing industry and the food service industry one time.

The same person cannot submit duplicate applications for the same industry test.

Note: If you create duplicate My Pages and submit duplicate applications for a test, you may not be able to take Specified Skilled Worker tests administered by OTAFF for up to five years.

Step 4. Pay the test fee if selected

If the number of applicants exceeds the quota, selection will be made by draw.

Once the results of the draw are known, notification will be sent to your registered email address.

You can also check the results in “Exam History” on My Page.

If you are selected to participate, you may pay the test fee by the designated date.

Please choose one of these payment methods: credit card, convenience store payment, or Pay-easy (direct deposit). Payment at a convenience store or by Pay-easy is only available in Japan.

Test fees, once paid, cannot be returned (Note).

Also, the test date and venue cannot be changed.

Carefully check them before you make payment.

Note: This does not apply in cases where the test has been canceled due to natural disaster.

For details, please read “7. Test fee.”

Step 5. Download the admission ticket

The admission ticket can be downloaded from “Exam History” on My Page.

For the start date of the download, please refer to “Admission Ticket Issue” in “Entire Test Schedule” on the OTAFF website.

Also, notification that the download is available will be sent to your registered email address.

Step 6. Take the test

Before taking the test, be sure to read “9. Points to note on the day of the test.”

On the day of the test, be sure to bring with you your admission ticket, residence card, passport, HB pencils, eraser, and calculator (for those who want to use it).

For details, please read “8. What to bring on the day of the test.”

At the test venue, you may take the test after your identity has been confirmed at the reception.

Step 7. Receive your test results

You will be able to see the results on the OTAFF website and My Page “Exam History” within three weeks after the completion of the entire test schedule. The acceptance announcement may be delayed further due to the procedure.

For more information, see “Year-round Schedule” (https://otaff1.jp/schedule/schedule_jp.pdf). We will also send a notification that the results have been announced to your registered email address.

We cannot answer questions about the test results.

Step 8. Receive the pass certificate

Pass certificates will be uploaded to “Exam History” on the My Page of successful applicants.

You will be able to download the pass certificate so that you can print it out when necessary. OTAFF will not be able to download, print and mail it for you.

7. Test fee

JPY 7,000 (tax included)

Test fees, once paid, cannot be returned

except under the following circumstances.

- The test has been unable to be held due to reasons attributable to OTAFF.
- OTAFF has judged that the test cannot be held due to natural disaster, etc. (Excluding cases where an alternative test has been organized)

Check the OTAFF website to find out whether the test is due to go ahead or not.

8. What to bring on the day of the test

Be sure to bring the following 1) through 6).

You can use a calculator for the test. Please bring your own if you wish to use it.

Your name and date of birth will be checked at the reception.

If you cannot be identified, you will not be able to take the test.

- 1) Admission ticket
- 2) Residence card ([Read carefully Notes 1 and 2](#))
- 3) Passport ([Read carefully Note 3](#))
- 4) HB pencils (Note 4)
- 5) Eraser
- 6) Calculator (Note 5 on calculators that can be used)

Note 1: Those whose resident card has expired by the test date

Be sure to bring one of the following i) through iii) on the day of the test.

- i) A residence card with the mark “processing” in the application field for extension of period of stay, etc. on the back
- ii) A copy of the application acceptance email from the Immigration Services Agency’s online system for applications for residence ([Sample 1](#)) and a color copy of your residence card (front and back)
- iii) A deposit receipt for renewal of residence card ([Sample 2](#))

*Samples 1 and 2 are on pages 12 and 13, respectively.

Note 2: Those who are in the process of renewing their residence card and cannot bring it on the test day

Be sure to bring one of the following i) through ii) on the day of the test.

- i) A copy of the application acceptance email from the Immigration Services Agency's online system for applications for residence (**Sample 1**) and a color copy of your residence card (front and back)
- ii) A deposit receipt for renewal of residence card (**Sample 2**)

*Samples 1 and 2 are on pages 12 and 13, respectively.

Note 3: Those who do not have a residence card and only have a passport

On the test day, the staff will check the sticker with the period of stay (**Sample 3**) or the page with the rubber stamp for accepting the application on the passport. If it cannot be confirmed, you will not be allowed to take the test.

*Sample 3 is on page 14.

[Important] If you are **applying for refugee status**, please contact OTAFF in advance.

Those who have not contacted OTAFF in advance and do not have the necessary documents to confirm their status of residence on the test day cannot take the test.

Telephone 03-6261-4949 (Mon to Fri: 9 am to 12 pm, 1 pm to 5 pm)

Email tokutei@otaff.or.jp (Title: Applicant applying for refugee status)

Please attach to the email photos of your passport and the documents you received from the Immigration Services Agency, such as a receipt of application for refugee status.

Note 4: You cannot use mechanical pencils, rocket pencils, or pencil sharpeners.

Note 5: Although you can use a calculator, the following notes apply to calculators that can be used.

- 1) To solve calculation problems, the function of four arithmetic operations is sufficient.
- 2) Memory functions are limited to those that can record only one calculation result.
- 3) A calculator with memory functions that exceed those described in 2) cannot be used. (You cannot use a calculator with memory functions that enables you to record multiple calculation results, check calculation results retrospectively, or record text.)
- 4) A calculator with communication function cannot be used. (You cannot use a smartphone as a calculator.)
- 5) A programmable calculator cannot be used.
- 6) If you use a calculator with functions other than those described in 1) and 2), you will be disqualified on the spot and your test will not be graded.
- 7) If misconduct is suspected by using a calculator with more functions than four arithmetic operations, the proctor may prohibit the use of the calculator and disqualify you.

Sample 1

【在留資格オンラインシステム】申請受付完了のお知らせ

〇〇様

(本メールは、在留資格オンラインシステムから自動的に送信しております)

申請受付日：XXXX年XX月XX日

申請受付仮番号：XXXXXXXXXXXX

在留種別：在留資格認定証明書交付申請 **Certificate of eligibility**

申請人在留カード等番号：XXXXXXXXXXXX

の申請について、申請受付番号をお知らせいたします。

申請受付番号：XXXXXXXXXXXX

本メールは、申請中であることを証明するものとなりますので、資料者及び申請人の方は申請中は本メールを削除しないように保存し、必要に応じて印刷するなどして携行してください。

Sample 2

Please carefully read Notes 1 and 2 in “8. What to bring on the day of the test” of this document, ask your company, union, school, etc. to fill the form, and bring it on the test day.

Deposit Receipt for Renewal of Residence Card

I have received the residence card of the following person and am going through the procedure to renew the period of stay, etc.

Entry Date: _____

- 1) **Name (alphabetic)** _____
- 2) **Passport Number** _____
- 3) **Copy of the residence card before renewal (front and back)**

Attach a color copy of the
residence card before
renewal
(front)

Attach a color copy of the
residence card before
renewal
(back)

- 4) **Name, address, contact person’s name, contact information, and corporate seal of the organization, etc. that has received the residence card and is undergoing renewal procedures**

9. Points to note on the day of the test and prohibition of acts of misconduct

(1) Before arriving at the test venue

If you have a high temperature or feel unwell, you may not be allowed to enter the test venue.

(2) Reception

- 1) Before entering the venue, please read “8. What to bring on the day of the test” and make sure you have items 1) through 6).
- 2) Your identity will be checked at the reception. For the purpose of facial identification, you will be asked to remove your mask.
- 3) Please take off your hat, sunglasses, and headphones or earphones, and put them inside your bag.
- 4) If there is any problem with the portrait photo you uploaded to your My Page, you will be asked to take it again.
If you are asked to do so, please follow the instructions of the staff.
- 5) After completing reception, you may enter the examination hall.

* Please come to reception at least 15 minutes before the test starts. You may not be allowed to take the test if you do not arrive 15 minutes ahead of time.

If you arrive late, you will not be able to take the test.

Note: Public transport may be delayed due to weather conditions.
Please try to give yourself enough time to arrive at the venue.

(3) Points to note inside the examination hall

- 1) Take the seat with the number shown on your admission ticket.
 - 2) Carry your admission ticket with you if entering or leaving the examination hall before the test starts.
 - 3) Enter the examination hall at least 15 minutes before the test starts.
 - 4) Do not talk in the examination hall.
 - 5) Do not eat or drink in the examination hall.
 - 6) Once the test starts, you cannot enter the examination hall.
- Place your admission ticket to the side of your seat number.
 - Place your HB pencils, eraser, and calculator (for those who want to use it) on the desk.
All other items must be placed inside your bag, and the bag must be closed and placed underneath your seat. You cannot use mechanical pencils, rocket pencils, or pencil sharpeners.
 - Mobile phones, smartphones, and other devices must be turned off until you leave the examination hall.
Be sure to check in advance how to turn off your devices.

Once the staff confirms that your devices are off, place them inside your bag, close the bag, and place it underneath your seat.

- There will be a clock in the examination hall. You cannot use your own watch.
- Please be sure to turn off any alarms on your watch. Place your watch inside your bag, close the bag, and place it underneath your seat.

You cannot have your watch on your desk or wear it on your person.

Mobile phones, smartphones, and other devices cannot be used as a watch.

If alarms, vibrators, and other sounds are made by mobile phones, smartphones, and clocks during the exam, you may not be able to take the test. Make sure to turn off all devices.

- You can use a calculator. Please bring your own if you wish to use it. Check Note 5 in the “8. What to bring on the day of the test.”
- In the examination hall, please listen to the staff carefully and do as they say.

Otherwise, you may not be able to take the test.

(4) Points to note before the test begins

- On your desk, you should only have your admission ticket, HB pencils, eraser, calculator (for those who want to use it), mark sheet, and a handout with examples of how to fill in the mark sheet and other notes about the test, handed out in the examination hall.

All other items must be placed inside your bag, and the bag closed and placed underneath your seat.

- Follow the example in the handout and write your name in the mark sheet correctly.
- Check whether the applicant number and the black fill of the applicant number printed on the mark sheet match your applicant number.
- Applicants with letters or numbers written on their bodies or clothing will be considered to be cheating; they will be asked to leave the examination hall and may not be able to take the test. Please do not write any letters or numbers on your bodies or clothing.
- You may not wear hats or sunglasses inside the examination hall.

Further, you may not wear headphones or earphones.

Place these items inside your bag, close the bag, and place it underneath your seat.

- The only writing implements that you are allowed to use are HB pencils, an eraser, and a calculator (for those who want to use it). You cannot use mechanical pencils, rocket pencils, or pencil sharpeners during the test. Place these items inside your bag, close the bag, and place it underneath your seat.
- Please go to the restroom at least 15 minutes before the test starts.
- Test papers will be distributed just before the test begins.

Do not open them or write an answer until the staff indicates that the test has begun.

(5) Points to note after the test begins

- Write your answers on the mark sheet.
Answers written on the test papers will not be marked.
- If you make a mistake in your answers, please neatly erase it with an eraser.

Do not smudge or fold the mark sheet.

If you do, the machine may not read the answers correctly and your mark sheet will not be graded.

- If you leave the examination hall to go to the restroom, you will not be allowed to re-enter.

Please go to the restroom at least 15 minutes before the test starts.

- Once the staff indicates that 30 minutes have passed, you may leave the examination hall after receiving permission from the staff.

If you leave the examination hall, you will not be allowed to re-enter.

Your test will end at that point when once you leave the examination hall.

- Please refrain from any chatting in corridors, etc., adjacent to the examination hall.
- You may not leave the examination hall during the last 10 minutes before the test ends.
- Questions regarding the content of the test questions cannot be answered.
- If you need to leave your seat during the test due to feeling unwell, raise your hand to alert the staff.
- Please listen to the staff carefully and do as they say.

(6) Points to note when leaving the examination hall

- If you need to leave the examination hall while the test is in progress, raise your hand while sitting in your seat to give notice to the staff. Give your mark sheet with answers, test papers, and handout with examples and notes to the staff for checking. After receiving permission from the staff, you may leave the examination hall with your baggage.

- Once you leave the examination hall, you will not be allowed to re-enter.

Further, upon leaving the hall after the test is finished, please leave the venue promptly.

- You cannot leave the examination hall during the remaining 10 minutes before the test ends. Please wait until the staff has finished gathering mark sheets with answers, test papers, and handouts with examples and notes.

Please remain seated until the staff indicates that you may leave the hall.

(7) Acts of misconduct

- If you do any of the following acts, a yellow card will be issued and you will be warned. If you get two yellow cards, you will be disqualified and ejected, and your test will not be graded.

[Yellow card = Warning] (Two yellow cards mean disqualification and ejection)

- 1) Opening the test papers and writing answers before the test starts.
- 2) Speaking without permission during the test.
- 3) Suspicious behavior during the test such as telling other people the answers, giving signals, getting answers from other people, and looking at other people's answers.
- 4) Alarms or vibrations from mobile phones, smartphones, or watches going off during the test.

- 5) Copying the questions or answers onto something other than the test paper or mark sheet.
- 6) Acting in a way that bothers other people, and not heeding the warnings of the staff.
- 7) Standing up without permission, and not heeding the warnings of the staff.
- 8) Writing answers even after the staff has told you to stop writing on the mark sheet.
- 9) After the test is over, not handing over your mark sheet even though the staff is collecting them in.
- 10) Drinking or eating (gum, candy, etc.) during the test.
- 11) In addition, not following the staff's instructions despite warnings.

- If you do any of the following acts, a red card will be issued; you will be disqualified and ejected, and your test will not be graded.

[Red card = Disqualification and ejection] (One red card means disqualification and ejection)

- 1) If the examinee is a different person from that on the admission ticket.
- 2) Writing answers on another person's mark sheet, having answers written for you, or exchanging test papers or mark sheets during the test.
- 3) Cheating during the test by looking at cheat sheets or reference books, or using a smartphone.
- 4) Using a calculator whose use is forbidden.
- 5) Taking test papers or a mark sheet out from the examination hall.
- 6) Leaving the examination hall before receiving permission from the staff.
- 7) Copying the questions and answers onto something and taking it out of the examination hall.

- Any applicant who takes or tries to take the test by dishonest means, including duplicate applications, will be prohibited from taking the test. In some cases, the applicant's pass result may be canceled, and the applicant prohibited from taking the test for up to five years.

- OTAFF cannot assume any responsibility or liability for any disadvantage or inconvenience that an applicant may suffer as a consequence of any dishonest activities. Further, the test fee will not be refunded.

(8) Other points to note

- 1) Do not take photographs or make any video or audio recordings at the test venue.
- 2) Smoking is only permitted in the designated areas.
- 3) Do not enter any part of the test venue that is off limits.
- 4) Do not touch any equipment or fittings, etc., in the test venue.
- 5) There is no baby room or room for children in the test venue.
- 6) Only applicants are permitted to enter the test venue. (No one can enter with others.)

- 7) On the day of the test, applicants cannot be called to the telephone, nor can messages be taken.

10. Announcement of successful applicants and pass certificates

(1) Announcement of successful applicants

You will be able to see the results on the OTAFF website and My Page “Exam History” within three weeks after the completion of the entire test schedule. The acceptance announcement may be delayed further due to the procedure.

For more information, see “Year-round Schedule” (https://otaff1.jp/schedule/schedule_jp.pdf). We will also send a notification that the results have been announced to your registered email address. We cannot answer questions about the test results.

(2) Pass certificate download

Pass certificates of the tests conducted after April 1, 2020 will be uploaded to My Page of successful applicants, after the test results have been announced.

You will be able to download your pass certificate from “Exam History” on My Page so that you can print it out when necessary.

OTAFF will not be able to download and print it for you.

(3) Validity of pass certificate

The pass certificate is valid for a period of 10 years from the date of issue.

It will need to be presented when applying for a Certificate of Eligibility or changing your status of residence in Japan.

Notes:

- For the successful applicants who took the test from April 1, 2019 to March 31, 2020
 - The pass certificates of the above persons were sent to their registered addresses within Japan.
However, if the pass certificate was not delivered due to an incorrect address registered or moving, etc., it may have been returned to OTAFF. If so, please contact us.
 - If any of the above persons have lost their pass certificate, it can be reissued once. However, this can only be done within the validity period of the pass certificate.
 - If you wish to have a pass certificate resent or reissued, contact OTAFF yourself by email or phone.
 - It will take about a month to prepare for resending or reissuing.
 - It will be sent to you on cash on delivery, and you must pay the fee when you receive it.
 - Resent or reissued pass certificates can only be sent to addresses in Japan.

For enquiries:

Email: tokutei@otaff.or.jp

Telephone: 03-6261-4949 (Mon to Fri: 9 am to 12 pm, 1 pm to 5 pm)

Website: <https://otaff.or.jp/>

(4) Cancellation of pass

If any of the following acts of misconduct are found after the pass certificate has been given, the pass will be cancelled.

- 1) Requesting and receiving information of a confidential nature relating to test questions from a person or persons connected to the test.
- 2) Information registered in the applicant's My Page is intentionally fraudulent.
- 3) Other misconduct relating to the test.

In addition, the Immigration Services Agency will be notified via the Ministry of Agriculture, Forestry and Fisheries of the cancellation of the pass.

The applicant will also be notified, and any data relating to the pass certificate will be deleted from their My Page. (Pass certificates mailed to those who took the test from April 1, 2019 to March 31, 2020 will be requested to be returned to OTAFF.)

Further, the applicant may be prohibited from taking the test for up to five years.

11. Handling of personal information

Any personal information provided in the course of implementing the test will be handled appropriately, in accordance with the provisions of the Act on the Protection of Personal Information (Act No. 57 of 2003).

The personal information registered in My Page is used by OTAFF only for the purposes of implementing the test and is not disclosed to any third party.

When OTAFF entrusts a third party to conduct the test, personal information is provided to the extent necessary for the test. In this case, OTAFF will conclude a contract with the subcontractor regarding the handling of personal information and provide appropriate supervision.

However, information may be provided to the government when requested by the government in accordance with relevant laws and ordinances.

Some of the information registered in My Page, such as the prefectures where applicants live and their responses to questionnaire surveys, may be collected in a format such that individuals cannot be identified, and the aggregate results published.