

**Canadian Association of  
Professional Immigration Consultants**

**L'Association Canadienne des  
Conseillers Professionnels en Immigration**

# ANNUAL REPORT — ■ — 2018

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## SUSTAINING IMMIGRATION CONSULTING

On behalf of CAPIC's Board of Directors and staff, I am delighted to present this 2018 Annual Report.

In 2018 your Board of Directors focused on the strategic plan for the long-term vision for your association, whose primary objective is to continue lobbying for self-regulation under federal statute, in collaboration with the regulator, in the interest of sustaining immigration consulting as a self-regulated profession.

On March 19, 2019, CAPIC's enduring advocacy efforts finally bore fruit, with the 2019 federal budget allocating 51.9 million over 5 years starting in 2019–20, and \$10.1 million per year ongoing, to improve regulatory oversight of immigration consultants and strengthen compliance and enforcement measures, revealing the government's commitment to Parliament's unanimous motion following the Standing Committee on Citizenship and Immigration Report in 2017. This is the first, vital step toward the long-awaited professional milestone of self-regulation under federal statute.

The Board will continue to pursue this challenging yet promising endeavour in 2019 (a federal election year) as well as its oversight obligation to ensure that management delivers on the mission and vision of CAPICs' strategic plan, which the Board will review in the coming weeks to identify challenges before extending it for another three to five years.

CAPIC continues to rely on its skilled and talented Board and committee volunteers to strengthen the Board and its role in oversight governance. Through carefully crafted succession planning and increasing emphasis on training volunteers, CAPIC hopes to continue attracting and retaining able and qualified volunteers to ensure it remains a vibrant professional association that leads, connects, protects, and develops the profession in the best interests of its members.

Membership reached an all-time high at 2,262 members in 2018, with increasing member-driven services and benefits being added each year. The government's recognition of CAPIC as the voice of RCICs is leading,

in turn, to a growing recognition of RCICs and the profession. CAPIC has worked diligently in this regard, providing input

to the Alberta government on the creation of a job classification for the immigration consulting profession that is similar to the NOC, toward which we are also working in collaboration with the regulator.

During the past year, we continued to reach out to stakeholders for sustained lobbying on our challenges, reinforcing their understanding of our profession and exploring various opportunities for collaboration. Efforts continue on your behalf, and on the behalf of all immigration consultants, to engage the federal government, the provincial nominee programs, Members of Parliament, and educational institutions to enhance their knowledge of the immigration consulting profession. The Board is confident that by working together with all stakeholders, we can build a stronger association and profession. Indeed, the light at the end of tunnel draws closer with each concerted effort.

CAPIC also attended several meetings with Immigration, Refugees and Citizenship Canada (IRCC) and the minister's office to follow up on our responses to the CIMM Committee's report on self-regulation under federal statute.

As you often hear me say, CAPIC is not just a professional association but a family of RCICs, and I once again invite those who have not joined us yet to do so. Much like a family, we continue to grow together and support each other, for united we are stronger, since there is strength in numbers.

As I conclude my term, I thank you, the members, as well as directors, staff, and CAPIC management for the opportunity to serve you as president; it has been a humbling experience. In my new role as Past President, I will be available whenever possible to assist the Board in reaching CAPIC's ambitious goals.

Respectfully,

**DONALD U. IGBOKWE**  
BA Hons., MA, CIP, RCIC.  
President



**Donald Igbokwe President**

## A YEAR OF UNPRECEDENTED GROWTH

CAPIC was in the last phase of achieving its Strategic Plan objectives at the close of 2018, with membership reaching 2,262 on December 31. Since 2013, we have seen a membership increase by more than 10% per year.

The services we continue to offer members are unrivalled in the industry. The IMMForum now sees over 15 million emails annually and over 2,400 users, and the IMMCentre is the largest immigration and citizenship library in the industry, with exceptional publications and exclusive information such as fee guides, public servant lists, and data from IRCC and other agencies. Introduced in March 2019, the IMMFile is yet another “by the members, for the members” tool, allowing CAPIC members to optimize their practice through the online case management platform. The MyConsultant.ca platform, designed to connect members with citizenship-seekers the world over, has seen over 34,000 users (and counting) in the first year of launching, and its social media platforms consistently reach 23 of the top 25 source countries for PRs, with high visibility on Facebook, Twitter, and LinkedIn (10M, 200k, and 5k impressions respectively).

Throughout the year CAPIC also offered a large array of CPD events (totalling 90+ CPD hours), many of which were included in our famous

\$1 Seminar Bundle, which hundreds of members have already purchased. Our annual National Citizenship and Immi-

gration Conference — enjoyed by over 1000 RCICs — was once again a success, solidifying our reputation as a leading education provider. New this year was our Education Partner Symposium, which encourages collaboration between RCICs and DLI representatives for the benefit of international students who want to study in Canada. We also began collaborating with education institutions — offering “out-of-the-box” CPD to RCICs interested in acquiring supplementary skills — and the ICCRC, helping clarify its role and distinction from the professional association.

Over the last five years CAPIC has experienced tremendous growth, reflected in annual revenues. In 2018 total revenue exceeded \$1.3M, which has contributed to more member-driven services, geographical expansion, and CAPIC's presence at over 20 lobbying events throughout the year. The latter has been made more robust by a defined list of Subject Matter Experts (SME) who regularly contribute to stakeholder meetings. Finally, CAPIC will develop a comprehensive media strategy in 2019 to ensure the profession's image remains as faithful to reality as possible.

**DORY JADE**  
CEO



**Dory Jade CEO**

## CAPIC BOARD OF DIRECTORS



**DONALD IGBOKWE**

President



**AVNI MARFATIA**

Vice President



**LULWA AL-HIDIQ**

Treasurer  
Audit and Finance Committee Chair



**KIM LY**

Secretary  
Policy & Lobbying Committee Chair



**NEERA AGNIHOTRI**

BC Chapter Chair  
Governance & Nomination Committee  
Vice Chair



**NEERJA BHANDARI**

Ontario Chapter Chair  
Education and Training Committee Chair  
Audit and Finance Committee Member



**SELIN DERAVEDISYAN-ADAM**

Quebec Chapter Chair



**RAJPAL SINGH HOTI**

Membership Services Committee Chair



**NIR ROZENBERG**

Audit and Finance Committee Member



**JAGJEET PAL SINGH SANDHU**

Membership Services Committee  
Vice Chair



**PETER VERESS**

Prairies Chapter Chair



## STAFF

## MANAGEMENT

**DORY JADE**

Chief Executive Officer

**MONICA POON**

Operations Manager

**MONICA O'BRIEN**

Education Manager

BUSINESS  
DEVELOPMENT**KUNAL THAKUR**Business Development  
Coordinator

## COMMUNICATIONS

**ROBERT MCCLEMENTS**Senior Communications  
Coordinator**FIONA LOBO**Social Media  
Marketing Assistant

## MEMBERSHIP

**SHUMU HAQUE**

Membership Coordinator

**SARANKI SIVAN**

Administrative Assistant

TECHNICAL  
SUPPORT**ALEX CHENG**Technical Support  
Coordinator

## AUDIT AND FINANCE COMMITTEE

As Chair of the Audit and Finance Committee, I am pleased to present our Annual Report, which provides insight into our work and the issues we dealt with during 2018.

The Committee assisted the Board in fulfilling its oversight responsibilities in areas such as the integrity of financial reporting, the effectiveness of risk management, the internal control system, related legal and regulatory requirements, and compliance matters.

The Committee carried out its responsibilities to provide financial advice that allowed the Board to make timely and appropriate decisions related to CAPIC's Strategic Plan, which included:

- Taking responsibility for making a recommendation to the Board on the appointment or reappointment of the external auditor;
- Ensuring the annual audit was conducted in an efficient, cost-effective, and objective manner;
- Overseeing the organization's financial and control systems;

- Ensuring internal policies and procedures are documented and available to members for review;
- Reviewing and recommending approval of the annual financial statements to the Board, including the selection of appropriate accounting policies and practices;
- Ensuring that CAPIC remains a membership-driven association, guided by its four pillars;
- Ensuring that diversification of funding resources is in place;
- Along with management, reviewing and discussing CAPIC's financial strategy and objectives in relation to the annual budget and the strategic priorities for the budgeting period.

Since the last AGM, the Committee's work has focused on a handful of financial processes and controls, and it has continued to refine its quarterly reporting (including budget vs. actual) to the Board.

I am extremely thankful and fortunate for the hard work and full dedication of the Committee members who together safeguard CAPIC's financial affairs.

**LULWA AL HIDIQ**

Chair

Chair  
**LULWA AL-HIDIQ**

Committee Members  
**NEERJA BHANDARI**  
**NIR ROZENBERG**

## BRITISH COLUMBIA CHAPTER COMMITTEE

Another year has ended, and how time flies! The British Columbia Chapter Committee was so busy and involved on many levels of immigration, governance, lobbying, and education in 2018. We have a great team of volunteers who work very hard in putting on exceptional, informative seminars and ensuring that they run smoothly alongside NHQ. BC seminars are always very popular, and we have a mixed group of consultants from beginner level to advanced. What's encouraging is that this year saw many new faces, a sure sign of how much our profession is growing. Additionally, our volunteers are actively involved in CAPIC's many sub-committees, providing valuable input for the betterment of our profession and members.

Our Committee was invited to attend graduation ceremonies for UBC and Ashton College, where we presented an award and scholarship to their respective top honours student. We are talking to several associations including schools to work together to increase knowledge, education, and awareness. We were also invited to MLA events in the lower mainland, which representatives attended, representing all CAPIC members. Throughout the year, we also met with provincial and federal government representatives as stakeholders.

Finally, we held two Chapter Committee meetings so that our volunteers could speak openly, bring about new ideas, and express their concerns.

### NEERA AGNIHOTRI

Chair

Chapter Chair

**NEERA AGNIHOTRI**

Chapter Volunteers

**CHITRA BHATIA**

**MAXIMA CUSI**

**RALPH GUERRA**

**ROBYN JONES**

**MANSOUR MOTAMEDI**

**MANIYA RAFIEI**

**SHAKUNTALA SODEN**

**HUI ZHANG**

**JULIA ZHANG**



## EDUCATION AND TRAINING COMMITTEE

The Education and Training Committee met several times throughout 2018 and was instrumental in setting the agenda and framework for the 2018 education year.

Although education is national in scope, the role of chapter representatives remains integral as they present ideas that reflect the needs of their respective region, assist in the execution of educational events, and provide critical feedback — thereby illustrating our motto, *For the members, by the members*. The Committee's role and its input remains essential, as it contributes to the education plan and to achieving the educational gold standard, a fundamental element of CAPIC's Strategic Plan.

2018 was a busy year, with 30 seminars and workshops. The Committee frequently generated new ideas, many of which were integrated into the education calendar. The NCIC sub-committee began planning the national conference early in the year and worked tirelessly to put together an exciting agenda. With "Breakthrough to Excellence" as its theme, the conference exceeded expectations. A roster of industry speakers and specialists dominated panel sessions and ensured that the 400-plus attendees left with CPD, stronger networks, and knowledge.

In June, the education team arranged a Niagara Falls seminar where we "Walked a Fine Line" with industry experts and government speakers. An all-star cast provided

analysis on medical inadmissibility, POE, and marriages of convenience. CAPIC also had its first ever joint seminar, with Ashton College in Vancouver, and held another seminar one day prior to the ICCRC AGM.

To cap off a busy education year, CAPIC conducted Full Skills Exam preparation sessions and a mock practice exam. Dozens of students, most of whom are now licensed immigration consultants, have now taken our preparatory courses.

The Education and Training Committee provided over 101.5 CPD hours in 2018, far surpassing the 16 required by the ICCRC. With great in-person and online attendance numbers, and numerous event videos available, interest remains high.

A final thank you is owed to the Education and Training Committee, the NCIC sub-committee, the many volunteers, and the CAPIC staff. Together we make it work!

### NEERJA BHANDARI

Chair

Chair

**NEERJA BHANDARI**

Vice Chair

**LULWA AL-HIDIQ**

Committee Members

**CHITRA BHATIA**

**ANNIE DEROME**

**VICTORIA EWERT**

**MELEK KANIYOLU**

**MANIYA RAFIEI**

**YASMEEN TTYEBI**

## GOVERNANCE AND NOMINATION COMMITTEE

Over the past year the Governance and Nomination Committee strove to reinforce each facet of the operational base on which the association rests. As always, we had our hands full.

In what was to prove a busy and productive year we introduced modifications to the CAPIC bylaws and membership policy, thereby strengthening the membership process, which was complemented by a newly designed governance work plan for the 2018-2019 membership year. We also reviewed and recommended a handful of amendments to the Board on governance matters, including Board processes and other governance instruments.

On a more regular basis, the Committee looked at previous initiatives to establish timing for execution and discussed bylaw changes and updates at Committee meetings.

As we turn the page on another record membership year, I look forward to once again working with the exceptional volunteers that CAPIC is blessed to have.

**KIM LY**  
Chair

Chair  
**KIM LY**

Vice Chair  
**MANSOUR MOTAMEDI**

Committee Members  
**AMAL SINGH BADAL**  
**ANTHONY CHEAH**  
**VICTORIA EWERT**  
**CHARLEMAGNE MFERA**  
**HUI ZHANG**

## MEMBERSHIP SERVICES COMMITTEE

CAPIC is the largest and only existing non-profit association for Regulated Canadian Immigration Consultants and reached more than 2000 members by the end of 2018. This number has been growing rapidly over the years.

I am thrilled to note the various membership benefits that support our members and help recruit new ones. Some of the Committee's 2018 highlights are listed below. Our current and new members will continue to have access to a wide range of services (including new ones) that allow them to grow professionally and individually.

Below are some of the major initiatives overseen by the Membership Services Committee in 2018:

- Regular visits to educational institutions that offer immigration consulting programs to increase awareness among students and school administrators, resulting in increased student recruitment and brand recognition among students.
- Numerous successful promotional campaigns that helped us exceed our target membership number by the end of 2018.
- Collaboration with educational institutions that offer an Immigration Practitioner Program (IPP) to nominate and present deserving students for CAPIC-ACCPI Awards of Academic Excellence.

- Review and approval of over 700 membership applications.
- Provision of input regarding the membership application process, resulting in the implementation of a standardized and efficient application approval process.

I am grateful to acknowledge and sincerely thank CAPIC management and staff for their hard work and dedication, which have contributed to CAPIC achieving its goals.

Last, but not least, it is my pleasure to express my appreciation to all members of the Membership Services Committee for their participation in Committee meetings.

### RAJPAL SINGH HOTHİ

Chair

Chair

**RAJPAL SINGH HOTHİ**

Vice Chair

**JAGJEET PAL SINGH SANDHU**

Committee Members

**VALERIE FLAT**

**BHUPENDER JIT KAUR**

**LILY LEE**

**JEAN TOEWS**

**JULIA ZHANG**

## ONTARIO CHAPTER COMMITTEE

With the help of the CAPIC Secretary, a new Ontario Chapter Committee was formed in mid-2018 and includes both previous Committee members along with new ones. Each committee is formed this way to strike a balance between experience and new ideas, and to ensure a smooth transition between old and new members.

The Ontario Chapter Committee has been working effectively and taking active part in educational activities, policy and lobbying activities, and membership drives, and supports national headquarters from time to time.

In 2018 our education committee organized many successful seminars with the experience, expertise, and creativity of CAPIC's Education Manager Monica O'Brien, as well as the management team. Each seminar was a success due in no small part to the sincere efforts of our Committee's members.

In August, CAPIC organized an information session for new immigrants and residents of Richmond Hill in collaboration with the office of Liberal MP Majid Jowhari. The session sought to make new immigrants and the broader community more aware of the role that immigration consultants — and

CAPIC as an association — play. The Ontario Chapter plans similar events in the future, in other parts of the province too.

Beyond its regular seminars, CAPIC frequently stages unique events that draw upon experts from diverse fields, and 2018 was no different. One such event was the Niagara Falls seminar appropriately titled, "Walking a Fine Line," which was well-attended and appreciated by membership.

For its part, the Membership Committee has been working continuously to promote membership drives and strengthen CAPIC membership, while the Policy and Lobbying Committee has strengthened its role in representing the interests of RCICs to immigration departments and stakeholders.

### NEERJA BHANDARI

Chair

Chapter Chair

**NEERJA BHANDARI**

Chapter Volunteers

**ASHUTOSH AGNIHOTRI  
AMALSINGH BADAL  
ANTHONY CHEAH  
NAMITA DASS  
RUPALI GULATI  
BHUPENDER JIT KAUR**

**LILY LEE  
YASMEEN TYEYBI**

## POLICY AND LOBBYING COMMITTEE

2018 was once again a busy one for the Policy & Lobbying Committee, as industry changes came thick and fast and federal statute was front and centre.

More specifically, the Committee was successful in amending various sections of the policy Charter & Mandate to include the definition of a Subject Matter Expert. Other CAPIC representatives and I engaged in various stakeholder meetings, including Ottawa's bi-annual IRCCIP meeting in November and various provincial-level initiatives that required insight, knowledge, and, above all, initiative.

On a smaller scale, the Committee regularly discussed lobbying efforts relative to the myriad industry changes that 2018 unveiled, as well as the strategy for lobbying for self-regulation under federal statute. Finally, to improve CAPIC's presence at national and regional stakeholder meetings, the Committee saw to the formation of a sub-committee aimed at building an SME database.

We are all looking forward to an equally busy and exciting second half of 2019.

**KIM LY**  
Chair

Chair  
**KIM LY**

Vice Chair  
**SELIN DERAVIDISYAN-ADAM**

Committee Members  
**NAMITA DASS**  
**RALPH GUERRA**  
**RUPALI GULATI**  
**VALERIE FLAT**  
**ROBYN JONES**

**KATHY PELLERIN**  
**JAGJEET PAL SINGH SANDHU**  
**JEAN TOEWS**  
**PETER VERESS**

## PRAIRIES CHAPTER COMMITTEE

The Prairies Chapter was pleased to host the 2018 National Citizenship and Immigration Conference. With western hospitality aplenty, more than 30 volunteers, led by our Prairies team, ensured conferencegoers had an outstanding few days filled with knowledge and networking. Mayor Naheed Nenshi opened with a sterling keynote address, exploring the path of immigration for so many.

“Breakthrough to Excellence” was the overarching theme, with each panel challenged to leave the audience with practical tips and insight.

In 2018 we were pleased to have chapter events in Winnipeg and Calgary. With seminar titles such as “The Winnipeg Perspective — TRPs and Refugees,” “The PNP Perspective,” and “Status or No Status, that is the

Question...What is the Answer?” along with an outstanding speaker list, the Prairies Chapter certainly held its own! We look forward in 2019 to great education events, an increased membership base in the Prairies, and active lobbying at the regional level.

Thank you to all the volunteers for their commitment and support.

**PETER VERESS**  
Chair

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Chapter Chair  
**PETER VERESS**

Chapter Volunteers  
**VICTORIA EWERT**  
**JEAN TOEWS**



## QUEBEC CHAPTER COMMITTEE

2018 was a year of reorganization within the immigration industry. And given its unique characteristics, the province of Quebec generated much work for the Chapter Committee on the ground, especially with the implementation of the *Immigration Act*. Special mention must go to Charlemagne Mfera and Kathy Pellerin, who were instrumental in ensuring the smooth transition of our operations when the committee was reshaped in May.

The Committee's efforts focused mainly on innovation in training, targeting technical rather than theoretical training in our workshop and seminar content. Our members wanted to know how procedures function, develop their skills regarding some programs (e.g. the temporary foreign workers program), and better understand Arrima's Declaration of Interest System.

Our education events remained much sought after and substantial in-person and online attendance continues to motivate our education managers, Melek Kaniyolu and Annie Derôme, who do their utmost to organize quality events. I must also mention Monica O'Brien's invaluable assistance in motivating us and organizing seminars.

In May, our membership services committee helped organize the two-day *Salon de l'immigration* (an immigration exhibition) in Montreal, where several Chapter members

offered over 400 consultations as part of a clinic. The Chapter continues to reach out to its members, ensuring it is truly theirs. Our membership services branch has planned a series of events for the second half of 2019, including scheduled visits to training institutions to inform students who are already in the program about our association.

Throughout the year we also lobbied different government committees in various meetings, in which we actively participate in discussions on changes to be brought in legislation and/or programs. We remind our members how important it is to ask questions and have their voices heard when we send calls for comments. Concerning MIDI, 2018 was a landmark year. The Quebec Chapter was present at each stage, and we ensured that the French language was preserved and safeguarded.

Finally, I wish to thank all our Chapter volunteers. Their energy, enthusiasm, and efforts will allow us to accomplish our mandate to provide Quebec members with fresh knowledge concerning the world of immigration.

### **SELIN DERAVIDISYAN-ADAM**

Chair

Chapter Chair

**SELIN DERAVIDISYAN-ADAM**

Chapter Volunteers

**ANNIE DEROME**

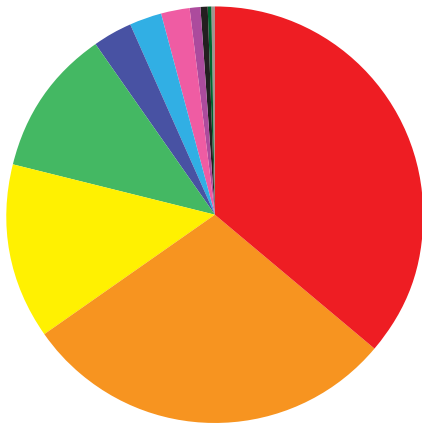
**VALERIE FLAT**

**MELEK KANIYOLU**

**CHARLEMAGNE MFERA**

**KATHY PELLERIN**

## MEMBERSHIP NUMBERS BY COMPARISON 2017-2018



### 2017

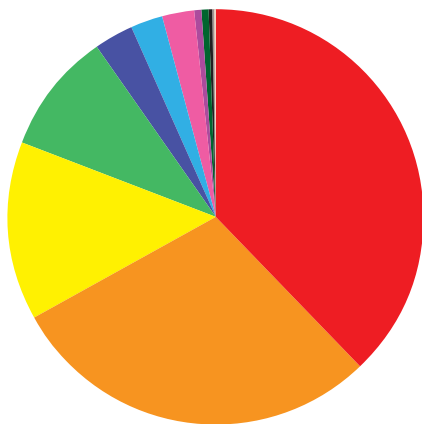
Ontario	619
British Columbia	496
Alberta	231
Quebec	195
Overseas	55
Manitoba	41
Saskatchewan	37
Nova Scotia	16
Newfoundland & Labrador	6
New Brunswick	7
Prince Edward Island	2

### 2018 Board of Directors Attendance Record

Name	Total
Donald Igbokwe	7
Deepak Kohli*	3
Avni Marfatia	6
Payman Mehrani*	3
Neerja Bhandari	7
Isabelle Vachon*	3
Neera Agnihotri	7
Nazli Mohajer*	3
Ron Liberman*	2
Peter Veress	5
Kim Ly	4
Rajpal Hothi	4
Lulwa Al-Hidiq	4
Jagjeet Sandhu	4
Nir Rozenberg	2
Selin Deravedisyan-Adam	4

\* Board member prior to May 17, 2018.

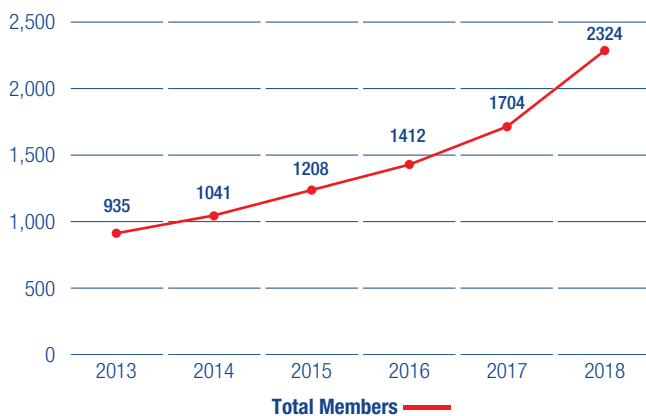
\*\* There were 3 Board meetings prior to May 17, 2018.



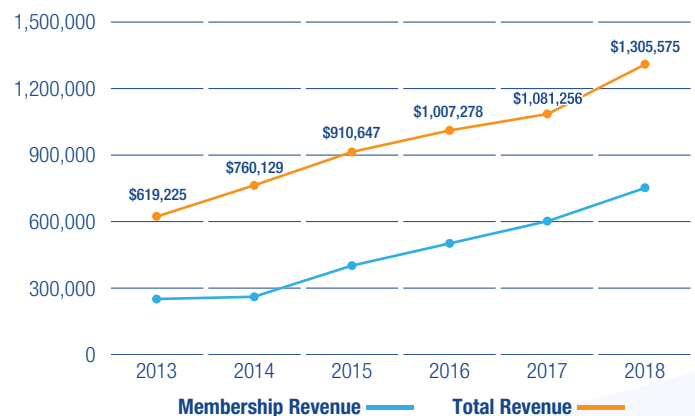
### 2018

Ontario	855
British Columbia	663
Alberta	315
Quebec	215
Overseas	65
Manitoba	61
Saskatchewan	53
Nova Scotia	16
New Brunswick	8
Newfoundland & Labrador	6
Prince Edward Island	3
Yukon Territory	2

### Membership Growth 2013 - 2018



### Total Revenue 2013 - 2018





**Canadian Association of  
Professional Immigration Consultants**

**Association Canadienne des  
Conseillers Professionnels en Immigration**

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