



Thursday, March 31, 2016

Delivered via email: [mike.macdonald@cic.gc.ca](mailto:mike.macdonald@cic.gc.ca)

Mike MacDonald  
Director General, Operational Management and Coordination  
Immigration, Refugees, Citizenship Canada  
365 Laurier Ave. West  
Ottawa, Ontario  
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**Dear Mr. MacDonald,**

The Canadian Association of Professional Immigration Consultants (CAPIIC) is a national Association of Regulated Canadian Immigration Consultants representing and advocating for the interests of our 1300 strong membership base.

Our members brought to our attention ongoing procedural and client service related issues they continue to experience when using the online services and portals provided by Immigration, Refugee and Citizenship Canada.

We would greatly appreciate the opportunity to meet with you to discuss the ongoing technical issues that are being experienced by our members:

1. **MyCIC Portal** – There appears to be a technical glitch that results in documents not being uploaded/lodged through the portal successfully even though they have been uploaded numerous times. When our members reach out to the CIC Call Centre they are advised to upload information in case specific enquiries then send the information in this manner to no avail.
2. **ARP** – Our Members are concerned that the applications are not being reviewed thoroughly enough by the officers in charge. The same documents are being uploaded multiple times at the request of the officers only to result in rejection of applications based on missing information. Additionally, rejection notices do not always identify the reason for rejection. The only option to find out the reason for rejection is to call the centre, where inquiries are sent to the office where the decision was made. This is very time consuming and causes great distress to Authorized Paid Representatives' clients. Lastly, transition periods are not being provided resulting in the rejection of applications.
3. **Employer Portal** – There is no option to report if someone has decided not to travel to Canada, In addition, there is no option to request a refund of the compliance payment fee. Moreover, the inability to amend "Offer of Employment" information after electronic submission has proven challenging as this has happened for Authorized Paid Representatives representing clients who have not been able to travel immediately or who have been delayed.



4. **Work Permits** – Authorized Paid Representatives have been receiving work permit extensions that contain multiple errors. These include the spelling of names, birth dates, citizenship, even authorization periods and employers of record. It is extremely time consuming to have these errors fixed as the process needs to be repeated twice, if not three times in order to receive work permits free of errors.
5. **Application Processing Time** – Processing times are not always accurate, and it usually takes longer to access applications than initially stated.
6. **Initial Access to the Authorized Paid Representative Portal** – The requirement at present is for Authorized Paid Representatives to ask another Authorized Paid Representative to sign a form attesting that they have personally known the authorized Paid Representative for at least two years.

Please reconsider this requirement since it is a challenge for new Authorized Paid Representatives who have just become regulated and have not had the opportunity to establish strong connections with other Authorized Representatives. This initial requirement puts these individuals at a disadvantage and IRCC may consider replacing this requirement with request for Certificate of good character from the Police and self-made declaration.

7. **Dual Access** – Our members have brought forward concerns from our mutual client, the consumer of immigration services that they wish to have a read only access to their applications when represented by an Authorized Representative. This would provide them with opportunity to view with great ease and comfort their application, as well as allow them to stay in the loop with the status of same.

We respectfully submit that a collaborative approach to solution finding will assist in enhancing the service delivery outcome for IRCC and increase consumer confidence while saving the department time and resources. Therefore, CAPIC would like to discuss these issues with you to collaboratively find a solution which will benefit the Immigration, Refugees and Citizenship Canada team as well as Authorized Paid Representatives and their clientele. We would greatly appreciate it if you could respond in a timely manner so that we may make travel arrangements accordingly!

Sincerely,



Dory Jade, RCIC, C. Dir.  
President