

ANNUAL REPORT

2019



Canadian Association of
Professional Immigration Consultants

Association Canadienne des
Conseillers Professionnels en Immigration

www.capic.ca

TABLE OF CONTENTS

1	Mission, Values and Vision
2	Chair Report
4	CEO Report
5	Board of Directors
7	Past Presidents Council
8	Audit and Finance Committee
9	Education and Training Committee
11	Governance and Nomination Committee
14	Human Resources and Compensation Committee
16	Membership Services Committee
17	Policy and Lobbying Committee
19	BC Chapter
21	Ontario Chapter
23	Prairies Chapter
25	Quebec Chapter
27	CAPIC Staff
29	CAPIC Services
32	Membership Statistics
33	Thank You

MISSION

The Canadian Association of Professional Immigration Consultants leads, connects, protects and develops the profession, serving the best interests of its members.

VALUES

RESPECT:

We value all individuals and treat them with courtesy

PROFESSIONALISM:

We are effective and efficient in our work, making proper use of the diverse skill sets of members and employees to provide quality results

INTEGRITY:

We conduct ourselves ethically in all our actions and decisions

A POSITIVE, INSPIRING, AND CREATIVE ENVIRONMENT:

We are passionate and determined, and we encourage positive thinking and creative problem-solving skills

TRANSPARENT AND ACCOUNTABLE:

We provide our members with pertinent industry information, quality educational services and networking opportunities

MEMBER VALUE CREATION:

We foster high-performance professionals through services and education, networking opportunities and mentorship skills

BY 2020, CAPIC WILL:

- Represent a large majority of ICCRC members
- Achieve optimum performance with sound governance principles
- Set the gold standard in immigration education
- Be the sole voice of consultants in the Canadian immigration system

VISION

HISTORIC TIMES: IMMIGRATION CONSULTING BOLDLY SECURES ITS FUTURE

On behalf of the Board of Directors, I am privileged to present this Report.

What a year! CAPIC's advocacy efforts bore fruit when self-regulation became a reality last summer. Immigration consultants are now federally regulated under Bill C-97.

More good news came when our membership endorsed transitioning the ICCRC to the new College of Immigration and Citizenship Consultants. Despite differences, our membership united to advocate for their future, their livelihood and their profession.

These events are truly historic as our profession takes bold steps toward greater recognition and professionalism.

I am proud to say that CAPIC has earned the respect and trust of many stakeholders, including the IRCC and ICCRC.

To ensure we share our internal knowledge and expertise, we engaged actively in stakeholder meetings throughout the year. In fact, we were represented at over 40 such meetings across Canada. Following each meeting, we shared fresh insights with members through our IMMeCentre platform.

However, securing federal regulation and extensive lobbying placed a heavy financial burden on our organization. Having achieved our goals, it was time to rebuild our finances. To do so, we revisited our internal process to ensure the Board's efficient operation in accordance with our corporate Strategic Plan. This is coupled with continued membership growth and creating value for members.

Thus, we focused on improving and consolidating our services. We hired a sponsorship consultant to match our needs with sponsors and create additional revenue for CAPIC that is not based on membership fees. A win-win situation arose wherein members gain access to affordable services; and our sponsors get new clients. We will continue expanding sponsor partnerships to deliver more benefits to members.

Meanwhile, the Board has a synchronized system of operation where information flows from committee volunteers to their respective Chairs. In turn, Chairs report to the Board, recommend items for discussion, bring forward motions made at the committee level and take back feedback from the Board.

Management representation in each

committee ensures that implementation is in accordance with Board direction under the supervision of the CEO who reports directly to the Board.

To ensure the highest efficiency and competence at all levels, we invested in training for Board members and committee volunteers. Oversight and succession planning remain areas of focus as we continue to recruit qualified and keen committee members.

Each committee and Chapter follow a Work Plan as per the Strategic Plan which is consistent with the Balanced Score Card of the Governance and Nomination Committee. The Work Plan is responsive to the Committee's responsibilities as set out in the Charter.

Finally, several changes were adopted at our SGM on January 24, 2020. This is a reflection that circumstances have changed, and a refresh was needed. One of the changes was creating the Human Resources and Compensation Committee to replace the Executive Committee. This demonstrates a more progressive vision for our association as we emphasize our precious human capital.

To conclude, we extend a heartfelt thank-you to our dedicated volunteers. It takes a special person to volunteer: some want to give back, others volunteer for the personal and professional development opportunities. Whichever way you look at it, a volunteer is a driven self-starter, an ardent solutions-creator and is committed to creating beneficial change. Without your selfless devotion to this association, we would not exist, and we would not have the power to enact positive change.

LULWA AL-HIDIQ

Chair, Board of Directors, CAPIC



CAPIC'S RECENT HISTORY IN ONE WORD: "SUCCESS"

If CAPIC's recent history was to be summarized in one word – that word would be "success." Over the last six years, we have grown over 250%. In 2019, we exceeded our membership target and are entering 2020 on a high note. We also celebrated our most important achievements ever when the College of Immigration and Citizenship Consultants received Royal Assent last summer after 15 years of hard work.

Our growth has allowed us to provide members with more services through the CAPIC Connect app. Just one example is our MyConsultant.ca platform which has become an industry leader in promoting immigration consultants' services and enhancing consumer protection. To ensure our members' continuous professional development, CAPIC offered 33 events and 110 CPD hours last year.

Meanwhile, the Education Partner Program is growing with many designated learning institutions signing up. EPP is the leading initiative to diversify Canadian international education and protect students. Our core focus remains – "for the members, by the members." In fact, we have over 50 dedicated volunteers who greatly extend our reach and capabilities. Combined with our strong roster of 90 subject matter experts (SMEs), CAPIC boasts a coast-to-coast presence in Canada.

Our reach helped us cover over 40 lobbying meetings and events across all chapters last year. CAPIC continues to be an active stakeholder in all immigration matters as a long-time member of the Conference Board of Canada's National Immigration Centre.

We are excited for CAPIC's future which continues to get brighter and brighter.

DORY JADE
CEO, CAPIC



DORY JADE,
Chief Executive Officer

BOARD OF DIRECTORS

LULWA AL-HIDIQ
Chair



KIM K.C. LY
Vice Chair



NIR ROZENBERG
Membership Services Committee,
Chair



NEERJA BHANDARI
Secretary, Governance and Nomination
Chair



KATHY PELLERIN
Membership Services Committee,
Audit and Finance Committee,
Vice Chair



NEERA AGNIHOTRI
Education and Training, Chair



ANTHONY CHEAH
Treasurer, Audit and Finance Chair



LISA DE LEON
Prairie Chapter, Chair



JAGJEET PAL SANDHU
BC Chapter, Chair



SELIN DERAVEDISYAN-ADAM
Quebec Chapter, Chair



RAJPAL SINGH HOTHI
ON Chapter, Chair

2019 BOARD OF DIRECTORS ATTENDANCE RECORD





DONALD IGBOKWE
2016-2019



DORY JADE
2013-2016



JEFF HEMLIN
2011-2013



PHILIP MOONEY
2007-2010

**PAST PRESIDENTS
COUNCIL**



RON MCKAY
2005-2007



GERD DAMITZ
Founding President



WARREN LLOYD
Founding President



ANTHONY CHEAH
Chair

The Audit and Finance Committee has worked diligently to maintain its role in financial stewardship of CAPIC's resources – balancing between prudent expenditures and progressive support to CAPIC's growing work in education and advocacy.

During the year, the Committee has worked closely with Management and performed the following duties:

- Reviewed annual and interim financial reports; approve and make a recommendation to the Board with respect to the approval of the financial statements
- Review the adequacy of the Association's risk management, internal control and governance framework with respect to financial reporting
- Reviewed the financial management process, ensuring that internal policies and procedures are implemented and documented
- Discussed CAPIC's financial strate-

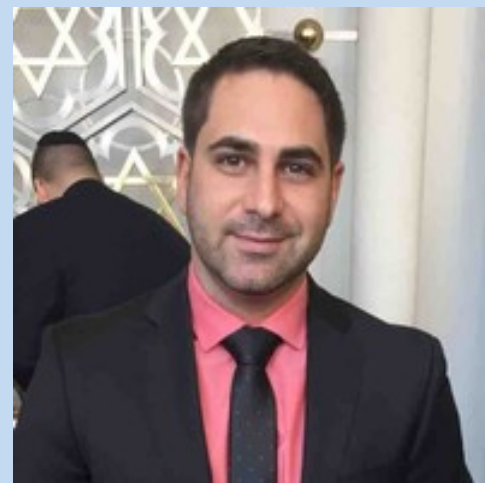


KATHY PELLERIN,
Vice Chair

gies with the goal to reach the optimum goals set by CAPIC's Strategic Plan and provided advice that allowed the Board to make timely and appropriate decisions on financial matters

- Reviewed annually the planned expenditures and recommended a budget for approval by the Board which effectively becomes the spending authority for the Association
- Reviewed the audit plan and terms of engagement of the external auditor for the annual audit and review engagements of CAPIC's financial statements and recommend to the Board the terms of engagement of the external auditors as well as the related remuneration to be paid
- Met with the external auditor at least annually to receive and review the auditor's report

ANTHONY CHEAH
Audit and Finance Committee Chair



NIR ROZENBERG

AUDIT AND FINANCE COMMITTEE

EDUCATION AND TRAINING COMMITTEE

The Education and Training Committee had a busy year in 2019. We set the agenda for the year by setting the framework for the national education plan. The committee is comprised of two representatives from each Chapter. Their input is critical in relaying regional needs as CAPIC strives to grow and improve our gold standard education program.

Volunteers provide critical input and feedback, as well as execute events and remain a vital part of Education. The committee generates new ideas, many of which are integrated into the education calendar.

In 2019, there were 33 events in total with seminars, workshops and the flagship National Citizenship and Immigration Conference. With 110 CPD hours in total, CAPIC members had a plethora of opportunities to gain their CPD hours.

The NCIC was held in Niagara Falls in October 2019, with a theme of innovation and integration. Over 400 attendees were present across fifteen panel sessions stacked with industry speakers and specialists. The much-loved pre-conference tackled issues of tradition vs technology and how to stay relevant in 2019.

CAPIC held two joint seminars with Ashton College in May and November and collaborated on engaging topics and speakers. Late November saw a grand seminar bundle event at the Pan Pacific in Vancouver with an all-star cast of speakers and topics on POE, IEC and the BC PNP. The year ended with four December events and holiday socials, one in each chapter.

Along with a busy roster of seminars and events, CAPIC conducted the Entry to Practice Exam Review four times in 2019. Students and licensed immigration consultants took advantage of the 40-hour in-depth review of immigration, refugee and citizenship content and we are proud to say many of these same students passed their Entry to Practice Exam.

A special thank goes out to all the members of the Education and Training Committee, the NCIC sub committee, dozens of volunteers and the in-house staff at CAPIC who contribute to CAPIC's robust education program. Every single person contributes and plays a crucial role with the ultimate goal of ensuring CAPIC members have opportunities to learn and return to their practice with confidence to serve their clients. Best wishes to the 2020 committee!

NEERA AGNIHOTRI

Education and Training Committee Chair



NEERA AGNIHOTRI

Chair



MANIYA RAFIEI



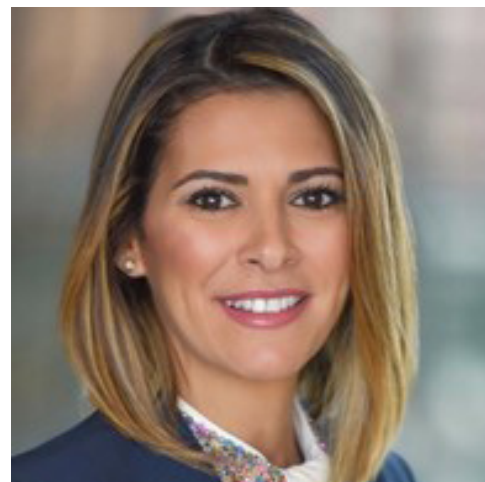
YASMEEN TYEYEBI



MELEK KANIYOLU



JAVAD RAHIMI



DINA BESHRY



KATHY PELLERIN



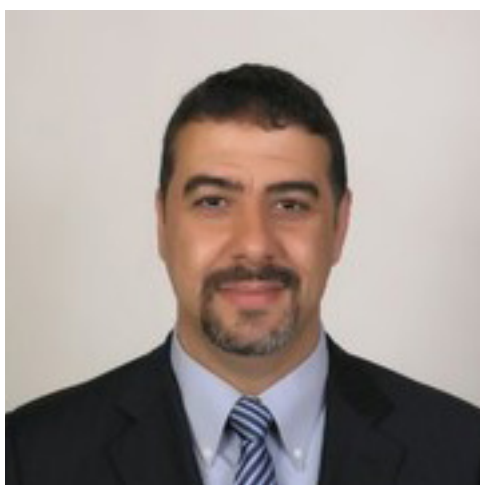
CHITRA BHATIA



VICTORIA EWERT



BHUPENDER JIT KAUR



HATIM LAAMRI

GOVERNANCE AND NOMINATION COMMITTEE

Over the past year, the Governance and Nomination Committee reinforced each facet of CAPIC's operational base. As always, we had our hands full. It was a productive year as we reviewed and updated CAPIC's bylaws, Board policy, Election policy, Charter and Mandates and all committee policies.

We proposed the required modifications to the Board for ratification. This will complement the governance work plan for the 2018-2019 membership year.

The Committee also 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 CAPIC's exceptional volunteers.

NEERJA BHANDARI

Governance and Nomination Committee Chair



NEERJA BHANDARI
Chair



LISA DE LEON
Vice Chair



MANSOUR MOTAMEDI



ROSETTE RAMOS



OLENA PALATNIK



SHARMILA PERERA



SYLVIE GONIN



HUI ZHANG



AMAL SINGH BADAL



**MOHAMMADSADDEGH
TABAEENIA**

As Chair of the Board of CAPIC, I am also the Chair of the HRCC. The HRCC was created after the membership resolution adopted at our SGM on January 24, 2020.

Our focus is as follows:

- HRCC will perform its duties to a high standard
- Avoid homogeneity in the Board by ensuring competence and appropriate behavioural attributes among Directors
- Value drivers that contribute to the corporate strategic plan
- Defining corporate culture and ensuring it is in line with Board culture and that of the membership
- Focusing on the Board's strategic role and becoming thought partners with management
- Ensuring openness, inclusivity, independent and objective decision making by eliminating bias in all areas
- Ensuring Board diversity by defining diversity to include race, age, disability, gender identity and visible minority status
- Ensuring best diversity and inclusion practices
- Ensuring equal pay of staff
- Review employment agreements with employees
- Consider criteria for staff retention
- Ensure transparent hiring processes with appropriate background checks for both employees and incumbent Directors
- CEO, committee, chapter and Chair assessment
- Succession planning of Board and management to ensure continued smooth flow of corporate operations

LULWA AL-HIDIQ

HRCC Chair



LULWA AL-HIDIQ
Chair



NEERA AGNIHOTRI



KATHY PELLERIN



JAGJEET PAL SANDHU

HUMAN RESOURCES AND COMPENSATION COMMITTEE

The past year has been a remarkable time for CAPIC and for our profession in all aspects, including our membership. The Membership Services Committee has worked diligently to accomplish our workplan tasks. In addition to approving and renewing membership applications, the Committee met throughout the year to create a membership database, ensure applications are approved in a timely and efficient manner, initiate surveys to gather membership data and continue promoting

CAPIC membership services to non-CAPIC members through a number of channels.

Our membership has increased to represent 50% of ICCRC's total membership. CAPIC was instrumental in the fight for regulation by statute. This helped increase our membership as more immigration consultants recognized that CAPIC is a major lobbying organization advocating for its members' best interests.

The Committee distributed promotional

campaigns which helped attract new members and ensured that current members renewed their membership. The Committee's ongoing effort to attract members with the \$1 seminar bundle is a major success. Most of the members who joined CAPIC by purchasing the \$1 seminar bundle renewed their membership at full price year after year.

CAPIC continues to offer invaluable benefits to its members including access to resources, continuing education, refining the knowledge base, advancing client



NIR ROZENBERG
Chair



KATHY PELLERIN
Vice Chair



DELANA CARVALHO
Quebec Member



ALESSANDRA ATTIAS
Quebec Member



SVETLANA BALABA
Ontario Member

services and improving management practices.

Some of CAPIC's benefits include:

- Access to IMMeForum: an interactive discuss platform for expert advice
- Access to IMMeCentre: an online resource library
- Access to IMMeFile: a client and file management system

• Access to MyConsultant.ca: a platform for consultants to market themselves to prospective clients

• Discounts: education seminars and special bundles including our annual National Education Conference, rental cars, insurance plans

It was my pleasure to work with an incredible, dedicated, productive and ambitious group of volunteers. Our volunteers dedicated their time to meetings, objectives

and to the overall success of this committee. Thank you to the CAPIC board for all the support and to our administrative staff who supported our needs along the way.

I look forward to our continued growth in 2020!

NIR ROZENBERG

Membership Services Committee
Chair

MEMBERSHIP SERVICES COMMITTEE



MEERA GUPTA
BC Member



WEI (JULIA) ZHANG
BC Member



LILY LEE
Ontario Member



JO BALBIRAN
Prairies Member



ARISNEL MESIDOR
Prairies Member



KIM KC. LY
Chair



SELIN DERAVEDISYAN-ADAM
Vice Chair



JULIETTE ABUIYUN
Quebec



MARJORIE NEWMAN
Prairies



JEAN TOEWS
Prairies



NAMITA DASS
Ontario



VALERIE FLAT
Quebec



RUPALI GULATI
Ontario

Having achieved Federal Statute at the end of 2019, the Policy and Lobbying committee is busier than ever with lobbying efforts before the federal and provincial governments to strengthen our position within the industry. We have been invited to numerous consultations with the IRB, IAD, CBSA, IRCC, ESDC and all provincial governments with requests for input on improving services and programs.

Our bi-annual meetings in Ottawa have once again yielded great results. The government asked for our input on combatting fraudulent immigration practices, ensuring program integrity at VACs and resolving processing delays at a number of different levels, among other issues.

Our priority this year will be to finalize

our Subject Matter Expert database so that CAPIC remains well represented at all stakeholder meetings. We also plan to write and submit position papers (white papers) regarding timely and relevant developments in the immigration industry. Our topics will include the use of AI in Canadian immigration, business immigration, student recruitment and so on. This is our moment to shine and we will not waste this opportunity.

It is my pleasure and greatest honour to work with an amazing group of professionals in our committee without whom we would not be able to achieve all that we have achieved to date. I welcome and look forward to our continued growth in 2020.

KIM K.C. LY
Policy and Lobbying Committee Chair

POLICY AND LOBBYING COMMITTEE



ROBYN JONES
B.C.



RALPH GUERRA
B.C.

BC CHAPTER COMMITTEE

We have an incredible team of volunteers who worked exceptionally hard to ensure everything turned out perfectly from events set up to coordination and management. Their hard work and dedication have had a profound impact on the success of the events. Furthermore, attendees included consultants, industry experts and fellow CAPIC members.

In addition, committee members were invited to attend graduation ceremonies for UBC and Ashton College where we awarded them presents and scholarships for their distinguished achievements. Similarly, we also spoke to several associations including educational institutions, students and prospective stakeholders to create awareness and increase the level of knowledge. Moreover, we also met with provincial and federal government representatives as stakeholders.

The Surrey event toward the end of the year was very successful.

The BC chapter was invited by the Ministry of Labour to attend the launch of the new temporary foreign worker protection act. Jagjeet, Neera and Ajit attended the event.

ICCRC's annual general meeting was

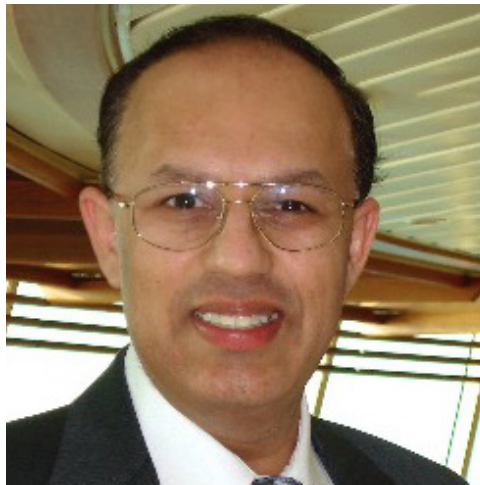
held in Vancouver, BC this year. Many new members joined the BC chapter and we are excited to have them on board.

CAPIC and Ashton College joint CPD events were organized which was a big success this year. The BC chapter attended a job fair for new immigrants held in Vancouver in November.

JAGJEET PAL SINGH SANDHU
BC Chapter Chair



JAGJEET PAL SANDHU
Chair



KRISHAN KHURANA



KESHAV SHARMA



RALPH GUERRA



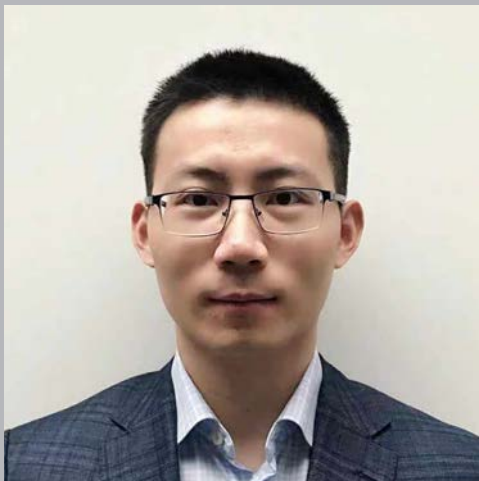
JULIA WEI ZHANG



CHITRA BHATIA



HUI ZHANG



WILLIE WEI WEI



SHAKUNTALA SODEN



ROBYN JONES



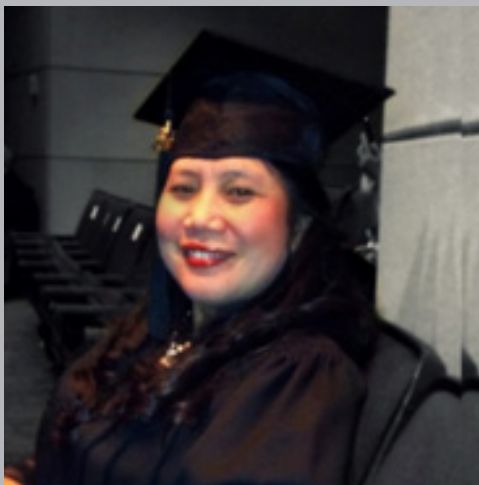
MEERA GUPTA



MANSOUR MOTAMEDI



MANIYA RAFIEI



MAXIMA CUSI

NO PHOTO: DAVID JOHL

ONTARIO CHAPTER COMMITTEE

With the help of CAPIC's Secretary, a new Ontario Chapter Committee was formed in mid-2018. The Committee included both previous Committee members along with new ones. Each committee is formed this way to strike a balance between experience and new ideas and 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, membership drives and supporting National Headquarters.

In 2019, our education committee organized many successful seminars with the experience and creativity of CAPIC's Education Manager Monica O'Brien and the management team. Each seminar was a success due in no small part to

the sincere efforts of our Committee's members.

Beyond its regular seminars, CAPIC frequently stages unique events featuring experts from diverse fields, and 2019 was no different. Our National Conference was hosted at the Niagara Falls which was appropriately titled "Innovation and Integration into the Immigration System," which was well-attended and appreciated by CAPIC members.

We also hosted a Christmas social this year at Novotel Hotel, which was a great opportunity for Ontario colleagues to mingle.

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 immigration consultants to immigration departments and stakeholders.

RAJPAL SINGH HOTH

Ontario Chapter Chair

PAGE 20 L-R

**RAJPAL SINGH HOTH, CHAIR
YASMEEN TTYEBI,
JAVAD RAHIMI,
SHARMILA PERERA,
BHUPENDER JIT KAUR**

PAGE 21 L-R

**SVETLANA BALABA,
LILY LEE,
ASHUTOSH AGNIHOTRI,
EUNJUNG YOO,
NAMITA DASS,
AMALSINGH BADAL,
PRATEEK BABBAR,
WEIJAN SHI,
RASHID ALI,
DINA HONIG,
BURCU AKYOL,
RUPALI GULATI**

ABSENT: EILEEN KNIGHT





PRAIRIES CHAPTER COMMITTEE

The Prairies Chapter was involved in several lobbying events and representations before the Alberta and the Manitoba governments. The Chapter was energized with a new slate of volunteers.

Our events have been exceptional and involved many students.

2020 is a promising year with the same dynamics and will include other networking activities.

LISA DE LEON
Prairies Chapter Chair



LISA DE LEON
Chair



JEAN TOEWS



ARISNEL MESIDOR



MARJORIE NEWMAN



OLENA PALATNIK



VICTORIA EWERT



ROSETTE RAMOS



JO BALBIRAN



DINA BESHRY

QUEBEC CHAPTER COMMITTEE

– Le français suit –

Once again, 2019 has been a very exciting year! Whether in seminars, immigration policies, the Quebec Chapter has been mobilized at all levels. First, I would like to underline the loyalty and willingness of our Volunteer Committee. We can proudly say that the Quebec Chapter is fully operational and is working at full capacity. The Chapter can intervene quickly and professionally at any time and in any place because our members complement each other well.

Indeed, the issues we dealt with this year have been particularly intense. We worked very hard to mobilize our members and circulate information on an ongoing basis for the vote concerning our regulatory organization and the transition to the College.

Then, we made sure to provide continuing education to members by targeting topics that allow them to advance their professional practice. We managed to cover almost one educational session per month.

As for our presence in lobbying, we have been on all fronts. It must be said that the Quebec government with its immigration policy has not spared us! The members of the Committee proudly intervened at different levels and on different subjects such as the labour shortage issues facing our Province or the “PEQ” crisis in November with our presence with a public in search of professional counselling.

2020 is a milestone year that will allow us to finalize several of our mandates in an objective manner but also prepare our members to move forward with the new political issues regarding immigration to Quebec.

Our 2020 training program is benefits from a wide array of activities. Our objective this year will be to bring together all our fellow members in the profession to

become one team! Our professionalism is recognized in all business and institutional environments and we are recognized as a reliable partner.

Thank you to all the volunteers of the Quebec Chapter Committee. Thank you also to CAPIC management for their continuous support. Thank you to all our members. Your Chapter is here to listen to you and support you in your work as immigration professionals.

—

Une fois encore, 2019 a été une année très mouvementée ! Que ce soient en séminaires, en politique d'immigration, le Chapitre du Québec a été mobilisé à tous les niveaux.

Tout d'abord, j'aimerais souligner la fidélité et la volonté de notre Comité de volontaires. Nous pouvons fièrement dire que le Chapitre du Québec est totalement opérationnel et fonctionne au quart de tour. Il est en mesure d'intervenir rapidement et professionnellement à tout moment et en tout lieu tellement les profils des uns et des autres se complètent.

En effet, les enjeux que nous avons du traiter cette année ont été particulièrement intenses.

Dans un premier temps, nous avons travaillé très fort sur la mobilisation de nos membres et diffuser de l'information en continu pour le vote concernant notre organisme de réglementation et le passage au Collège.

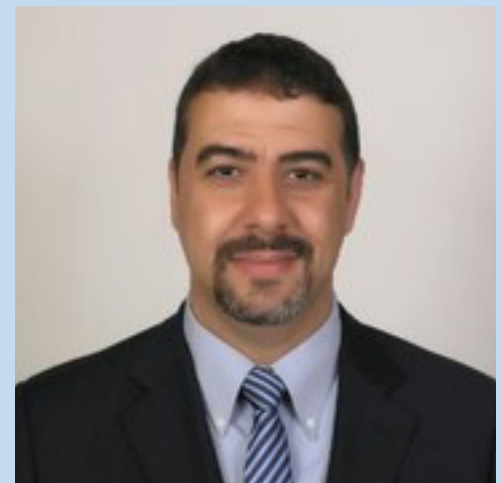
Ensuite, nous nous sommes assurés d'apporter des formations continues à nos membres en ciblant des sujets qui leur permet de progresser leur pratique professionnelle. Nous avons réussi à couvrir quasiment une session de formation par mois. Quant à notre présence en matière de lobbying, nous avons été sur tous les fronts. Il faut dire que le gouvernement du Québec avec sa politique d'immigration

ne nous a pas ménagé ! Les membres du Comité sont fièrement intervenus à différents niveaux et sur différents sujets dont les enjeux de la pénurie de main-d'œuvre dont fait face notre Province ou la crise du «PEQ» en novembre avec notre présence auprès d'un public en quête de conseils professionnels. Nous étions là !

2020 est une année charnière qui va nous permettre de finaliser plusieurs de nos mandats de façon objective mais également préparer nos membres à



JULIETTE ABUIYUN



HATIM LAAMRI

aller de l'avant avec les nouveaux enjeux politiques en matière d'immigration au Québec.

Notre programme de formation 2020 est plus qu'enrichie de par ses différents types de formation et d'activités. Notre objective cette année sera particulièrement d'assembler tous nos confrères et consoeurs dans la profession pour ne faire qu'une unité! Notre professionnalisme est reconnue dans tous les milieux d'affaires et institutionnels et nous sommes

reconnus comme partenaire fiable.

Merci à tous les volontaires du comité du Chapitre Québec, merci également à la Direction du CAPIC pour leur support continu et précieux, merci également à tous nos membres. Votre Chapitre est ici pour vous écouter, vous apporter du support et vous accompagner dans l'exercice de votre profession.

SELIN DERAVEDISYAN-ADAM
Quebec Chapter Chair



SELIN DERAVEDISYAN-ADAM
Quebec Chapter Chair



ELOY MARIATEGUI SANTOLALLA



VALERIE FLAT



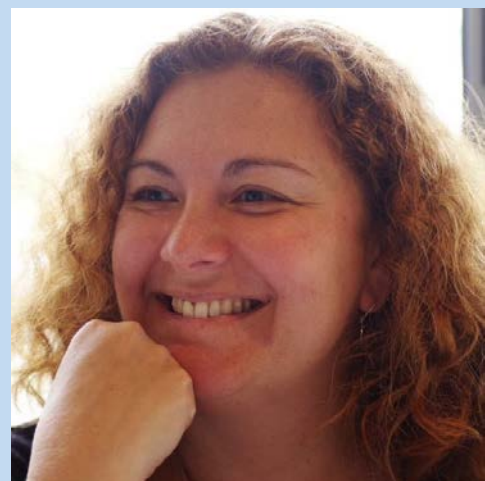
SYLVIE GONIN



MELEK KANIYOLU



FADI HANNA



ALESSANDRA ATTIAS



DORY JADE,
Chief Executive Officer



MONICA O'BRIEN,
Education Manager



MONICA POON,
Operations Manager

CAPIC STAFF



FIONA LOBO,
Marketing Specialist



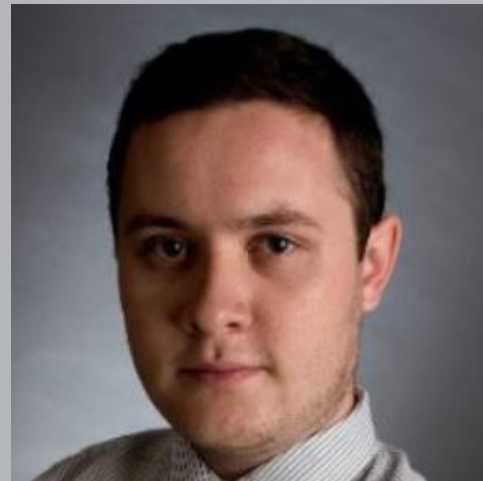
KUNAL THAKUR,
Business Development Coordinator



ALEX CHENG,
Technical Support Coordinator



SHUMU HAQUE,
Membership Coordinator



ALEX KVASKOV,
Communications Coordinator



LUCIA HAGGART,
Event Coordinator



OMOTOLA OLATUNJI,
Administrative Coordinator

CAPIC SERVICES

CAPIC CONNECT

CAPIC on the go for the mobile professional. The CAPIC Connect app gives you an easy way to stay on top of your CPD portfolio anytime, anywhere. The app features a built-in calendar of all upcoming educational events with links to registration pages so that you can register directly from your phone. Also access activities, updates, surveys, CPD, seminar registration, voting, Q&As, event agendas and IMMeForum from your device.

IMMeForum hosts a vibrant community of 2,700 immigration professionals. It offers unparalleled access to relevant industry information in a single click. With IMMeForum, you get access to daily immigration news through CAPIC News Break; regular input from peers and industry experts; and IRCC updates delivered to your device.



IMMeCentre is Canada's largest online immigration resource centre and the only shared knowledge tool in the industry. Featuring a plethora of official government reports, articles, member-driven content and timely periodicals, consider the IMMeCentre your virtual immigration library, accessible directly from your CAPIC Connect dashboard and constantly expanding. Members have access to four modules:



IMMQUEST

A monthly publication featuring updates in the field of law and practical advice for practitioners



CAPIC ARTICLES

Informative and well-researched essays on everything from program updates to professional tips



KNOWLEDGE CLOUD

A vast depository of government resources from CAPIC's lobbying activities, including agendas, meeting minutes and reports



EDUCATION CORNER

Materials and videos from past seminars and workshops

EDUCATION PARTNER PROGRAM



IMMeFile

IMMeFile is a business management solution for CAPIC Members. It is the most affordable and complete application tool in the industry. IMMeFile gives you the freedom to tackle your top priorities and get back to doing what you love.

IMMeFile allows you to automate and manage the minutia of your business, from cases and applications to client correspondence.

Your data is stored securely on Microsoft Canada's Azure platform – one of Canada's top cloud services providers. Every piece of information and data in Canada is protected under Canadian law.

IMMeFile offers:

- Quick and easy file management
- Efficient categorization of multiple contacts
- Automated payments and file updates
- Easy, two-way document uploads
- Shared notes to track file changes

The Education Partner Program connects CAPIC members with eligible Designated Learning Institutions (DLIs) across Canada. CAPIC acts as a conduit for these connections, allowing members to recruit international students more easily and earn commission from successful placements. The DLIs pay commission to CAPIC and CAPIC forwards this commission in full to eligible members (provided agreements on both sides have been signed).

As a non-profit organization, CAPIC does not earn a profit through this program. CAPIC takes care of the administrative work and fees involved in arranging agreements between members and DLIs.

The Education Partner Symposium is a comprehensive event connecting Designated Learning Institutions from CAPIC's Education Partner Program, immigration consultants and senior government officials. This diverse group of experts works hard to make international education fulfilling for all stakeholders.

EDUCATION PARTNER SYMPOSIUM

MyConsultant.ca
INFORMED CANADIAN IMMIGRATION

The MyConsultant platform connects CAPIC members with citizenship-seekers from around the world. MyConsultant also offers a variety of useful content for prospective immigrants such as latest immigration news, immigration program updated, an immigration forum where immigration consultants and prospective applicants can post queries and discuss application processes and issues for free! And access to contact details of immigration consultants via online directory.

CAPIC SERVICES



The National Citizenship and Immigration Conference is the flagship educational and networking experience in the immigration sector. Come hear the top immigration experts speak, network with your peers and grow as a professional.

ENTRY-TO-PRACTICE EXAM

This intensive 7-day, 35 to 40-hour course is intended to be a review of relevant legislation and programs and includes a 3-hour mock exam. Students will learn and review exam writing tips. Sessions will include interactive, lecture style presentations and sample questions. There will be ample time for discussion.

GROUP INSURANCE

Through our partnership with The Shepherd Group, our insurance broker, CAPIC members now have access to a full range of group insurance coverage for Health and Dental Plans, available exclusively to CAPIC members and their families.



CAPIC strives to ensure that each member's Continuing Professional Development (CPD) needs are met. Our education program offers between 50 and 60 CPD hours on a yearly basis through a series of seminars and practical or theoretical workshops. Educational events take place locally in each of our four chapters (BC, Ontario, the Prairies and Quebec) and each has a webinar component to ensure accessibility. We believe that knowledge and education beyond the mandated hours are vital to ensuring a member's professional knowledge remains up to date.

CAPIC events also include:

- Networking and peer-to-peer mentoring, as well as practical applications
- Panel and Q&A sessions
- Experienced speakers from the industry and government
- Innovative and informative sessions

We maintain a video library through our "Education Corner" including recordings of past events, podcasts and other relevant materials. CAPIC also offers its members the chance to contribute to the industry discourse via "Lunch and Learns," "Immigration Practitioner Exchange" seminars and a national conference, while students of immigration consulting programs are welcome at educational events.

MEMBERSHIP NUMBERS BY COMPARISON 2018-2019

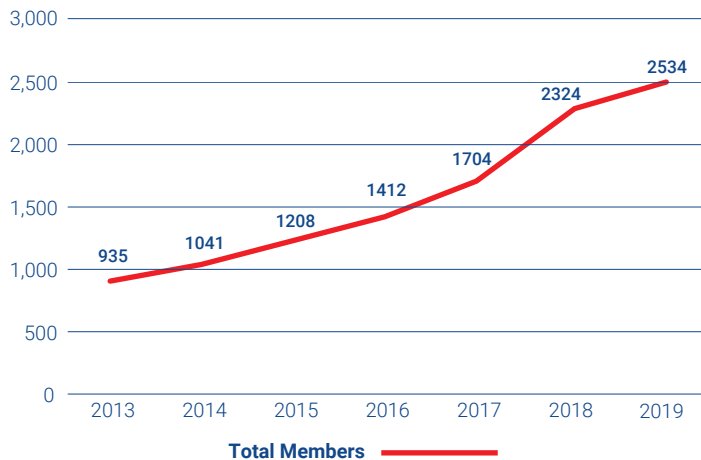
2018

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

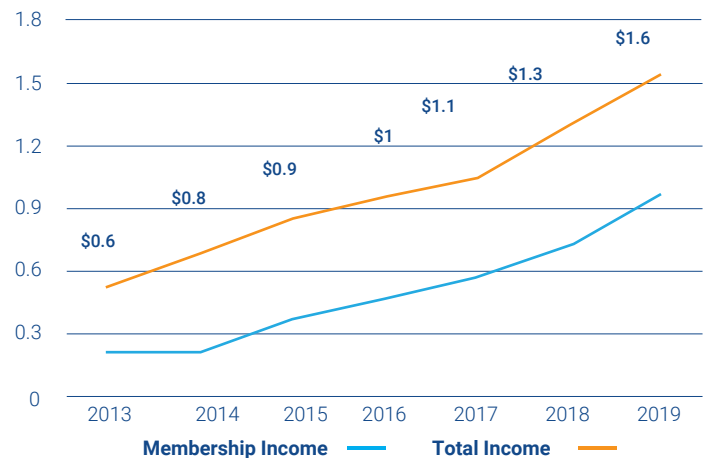
2019

Ontario	1183
British Columbia	777
Alberta	383
Quebec	237
Overseas	75
Manitoba	74
Saskatchewan	55
Nova Scotia	21
New Brunswick	10
Newfoundland & Lab.	9
Prince Edward Island	4
Yukon Territory	2

Membership Growth 2013 - 2019



Total Income 2013 - 2019 (\$ - in millions)



In recognition of our dedicated members who represent CAPIC at stakeholder consultations. Your passion for our industry is highly valued. Without your contributions, we would not be where we are today.



ALEX NING



JOSEPH ZAKHOUR



PETER VERESS



MIHAELA KEREZOVA



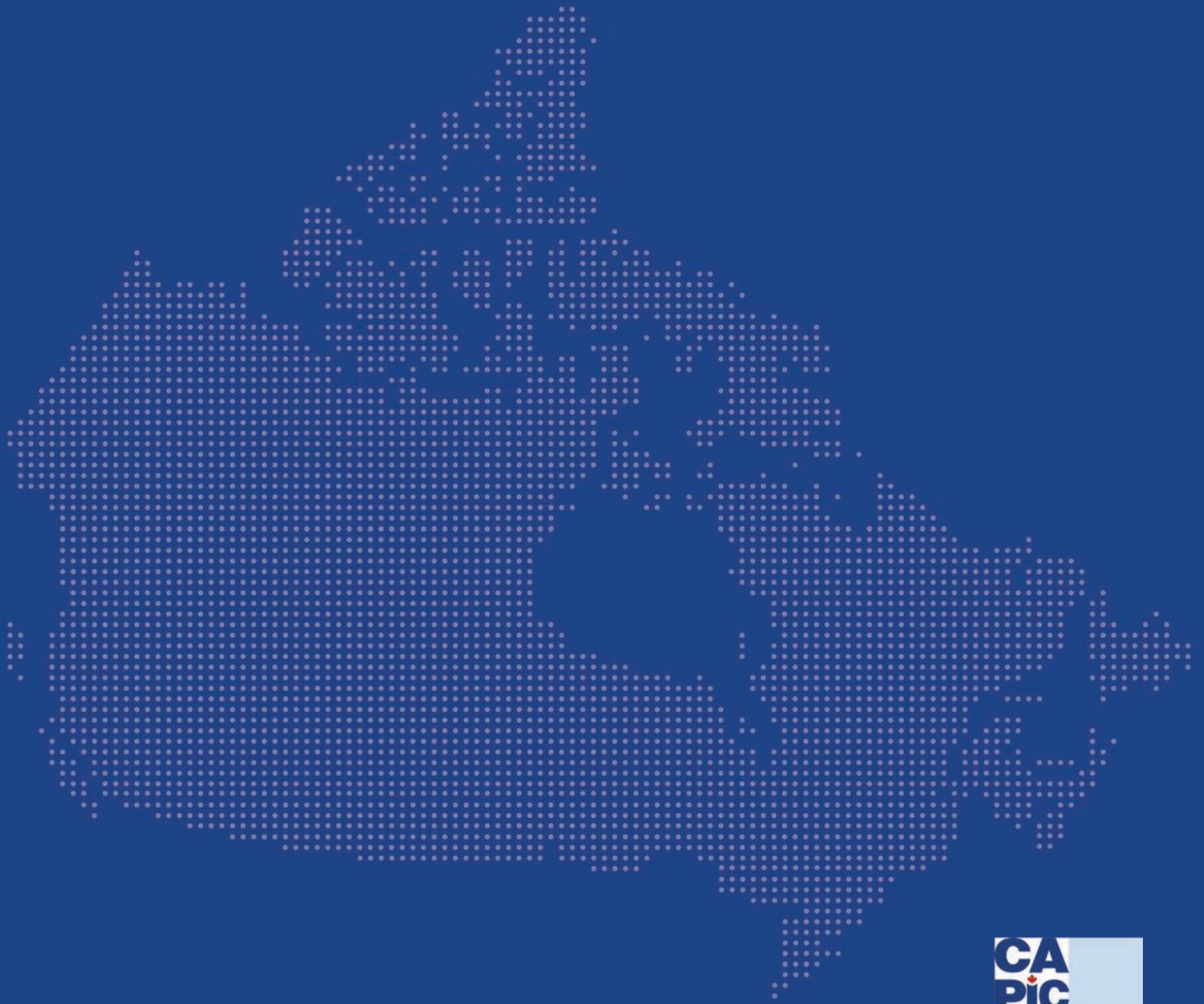
VALERIE FLAT



CHARLEMAGNE MFERA

NO PHOTO: MARK VARNAM

THANK YOU!



**Canadian Association of
Professional Immigration Consultants**

**Association Canadienne des
Conseillers Professionnels en Immigration**

245 Fairview Mall Drive, Suite 407 Toronto, ON M2J 4T1

Tel: 416-483-7044 Fax: 416-309-1985

www.capic.ca