

Canadian Association of Professional Immigration Consultants
L'Association Canadienne des Conseillers Professionnels en Immigration



ANNUAL REPORT 2016



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Message from the President



Donald Igbokwe
President

2016 has been a very busy and productive year for the Board of Directors and Management. With CAPIC's Strategic Plan in mind, we boldly embarked on new projects to yield improvement in service delivery on many fronts.

The Board, volunteers, and staff underwent Governance and Strategic Plan orientation sessions. The yield result being a sharpened sense of purpose for all Committees and Directors, thereby leading to exemplary accomplishments in the CAPICs four pillars: Education, Lobbying, information and Recognition. The Board and its committees worked hard in updating the CAPIC By-Laws, Code of Ethics, Policies & Procedures, Charter & Mandates, and Work Plans for all committees. Moreover, the Board of Directors has hired a Chief Executive Officer to further streamline the Governance Strategic Plan into a reality and to act as a liaison between the Board of Directors and Management. The Board of Directors deliberated and passed the 2017 Budget. The Annual Budget has new initiatives for the upcoming year, including new education projects, additional lobbying efforts, and a new all-encompassing national conference for 2017.

2016 saw an unprecedented agreement occur between the ICCRC & CAPIC. The organization signed a historical Memorandum of Understanding mandating both to collaborate together to advance self-regulation through Federal Statute whilst countering overlapping regulations. To expand on CAPIC's successes, we also appeared before the Parliamentary Standing Committee on Citizenship & Immigration (CIMM) on issues pertaining to RCICs, as well as lobbied Federal, and Provincial MPs, to further promote Self-Regulation under Federal Statute. Last, but not least, CAPIC developed numerous submissions to the Standing Committee on CIMM, IRCC, IRB, CBSA, and ESDC. For 2017, we will continue to lead and protect the profession for all RCICs.

Media and Outreach: Throughout 2016 CAPIC expanded its top-tier media coverage and interactions in both national and local publications. CAPIC has garnered great though leadership on immigration issues whilst presenting the point of view from a Regulated Canadian Immigration Consultant's point of view thereby greatly improving the image of all RCICs in the public domain. CAPIC has partnered with the Canadian Council of Refugees on several projects to collaboratively recognize and advocate for refugees' rights. We will continue to collaborate with CCR and UNHCR in 2017 to collaborate on immigration policies and initiatives.

Education: The **National Education Conference 2016 – Embrace Change Create Opportunity**, held on November 3 and 4, 2016 was the highlight educational event of the year for more than 650 RCICs. This 17 hour

CPD approved event, had a record breaking 55 speakers – a mix of high level government (IRCC, CBSA, IRB) and industry speakers and experts in the profession. Along with CPD knowledge, the conference sought to bring practical knowledge to those in attendance. The Hon. Justin Trudeau sent his greetings for the conference.

CAPIC partnered with IMEDA to organize a webinar to educate future RCICs and the public on the *History of Our Profession* Part 1. Additionally, we have received positive feedback from RCICs and Immigration Practitioner Program organizations alike. We have requested ICCRC to utilize the video and invite all RCICs to watch it to be informed of how the immigration consulting profession came to be. Stay tuned for Part 2 of the webinar, we have a great surprise planned to follow.

Membership and Membership Services: CAPIC has a membership base of 1500+ strong. Members have been incentivized to join through various promotions such as the Seminar Bundle – an acclaimed success – and vis-à-vis the many affinity programs provided to them.

CAPIC achievements and successes would not have been made possible without the support from our members – by the members for the members – as well as our excellent team of staff at CAPIC NHQ, and the many senior members and past presidents. We would not be where we are right now without your endless dedication, passion, and hard work for the CAPIC. We want to thank you for continuing to contribute your time, knowledge, and expertise to advancing the association and yielding positive recognition of the immigration consulting industry. We have much planned for 2017 and hope to see you all there engaged with us every step of the way. On behalf of everyone at CAPIC, it is my pleasure to continue working for you to protect and lead the industry towards a Self-Regulation under Federal Statute.

Donald Igbokwe
RCIC, President

Message from the Chief Executive Officer



Dory Jade, C. Dir.
Chief Executive Officer

It is with great pride to announce that CAPIC has seen yet another successful year come to a close. As CAPIC Chief Executive Officer I take the opportunity to thank each and every one of you for your trust, contribution, and support for CAPIC, the Association by the Members for the Members.

CAPIC has a team of 9 employees/contractors, including the CEO and two managers, whose main role is to implement and monitor the Operational and Work Plans as derived from the Strategic Plan. Each of the team members has a goal oriented job description and is specialized in a line of business, such as education, membership, IT, lobbying, communication, and events. The total revenue has increased by 10%, with the excess of revenue over expense at over \$100,000. The Membership is now over 1500 members.

The National Education Conference 2016 – Embrace Change Create Opportunity, held on November 3 and 4, 2016 was the highlight educational event of the year for more than 650 RCICs. This 17 hour CPD approved event, had a record breaking 55 speakers – a mix of high level government (IRCC, CBSA, IRB) and industry speakers and experts in the profession.

CAPIC members have received a number of new affinity programs including the Member Health & Dental Plan, Courier Services, Copy Services, along with all the membership benefits they receive by joining CAPIC as a member. Moving forward several new education programs are set for 2017, more membership services and exceptional supporting tools to your practice. Lastly, the CAPIC IT Infrastructure and Technical capabilities have been transformed to meet today's contemporary technological standards, as well as incorporating "THE HUB", a facility in CAPIC's Head Quarter, equipped with the latest technological equipment allowing us to deliver the Education Gold Standard, communicate with Governments and conduct very efficient meetings. With those innovative services in place, CAPIC can grow and reach the next level.

The Immigration Consulting Industry can be proud of having a strong Association with a clear Vision for improvement and stability. CAPIC is set and on its way to welcome as members the vast majority of RCICs by 2020. CAPIC in its past was leading the project for a better regulator, and is currently playing a leadership role in bringing our profession to the next level: "Self-Regulation under Federal Statute".

Dory Jade, C. Dir.
Chief Executive Officer

CAPIC Board of Directors



Donald Igbokwe

*President
Executive Committee Chair*

Term Expiry: 2017 AGM, First Term



Deepak Kohli

*Vice President
Executive Committee Vice Chair
Governance and Nomination Committee Vice Chair
Policy and Lobbying Committee Vice Chair*

Term Expiry: 2018 AGM, Second Term



Mansour Motamedi Lanjani

*Secretary
Governance and Nomination Committee Chair
British Columbia Chapter Chair*

Term Expiry: 2017 AGM, First Term



Parmjit Chahal

*Treasurer
Audit and Finance Committee Chair
Prairie Chapter Chair*

**Term Expiry: 2017 AGM
Second Term**



Nazli Mohajer

Membership Services Committee Chair

**Term Expiry: 2018 AGM
Second Term**



Ron Liberman

Policy and Lobbying Committee Chair

**Term Expiry: 2018 AGM
Second Term**



Neerja Bhandari

Ontario Chapter Chair

**Term Expiry: 2018 AGM
First Term**



Isabelle Vachon

Quebec Chapter Chair

**Term Expiry: 2018 AGM
First Term**



Payman Mehrani

*Education and Training Committee Chair
Audit and Finance Committee Vice Chair*

**Term Expiry: 2018 AGM
First Term**



Peter Veress

**Term Expiry: 2017 AGM
First Term**

2017 Team Photo



Dory Jade, Chief Executive Officer
Shumu Haque, Membership Coordinator
Monica Poon, Operations Manager
Monica O'Brien, Education Manager
Dianne Bukaka, Bilingual Administrative Coordinator
Tamara G., Communications Coordinator
Alex Cheng, Technical Support Coordinator

Audit & Finance Committee

Year 2016 was a busy year for the Audit & Finance Committee. We had great success in getting several tasks accomplished, including getting the 2017 Operational Budget to the board prior to 2017.

Upgrading the Accounting Software at NHQ, was another. This enabled NHQ to provide timely financial reporting to the board. Faster response time from NHQ also meant better planning of Membership revenues and corporate expenses.

We are continuing to work on several Financial Documents, such as Expense and Procurement Policy, Streamlining Treasurer's duties and clarifying role of Audit and Finance Committee. Year 2016 was also a financial success as we continue to work towards providing best value for 'membership' dollar to our members. We are looking forward to an equally and more successful 2017.

Committee Members:

Parmjit (Jay) Chahal, Chair

Payman Mehrani, Vice-Chair

Neerja Bhandari

Donald Igbokwe

Ron Liberman

Education & Training Committee

2016 was a busy and successful year for CAPIC's education program with many highlights under the education banner. A record 711 bundles were sold, eclipsing the 2015 total of 479. Available in the 2016 Bundle, were 22 seminars with over 70 CPD hours on a variety of immigration topics. Speakers included leading immigration consultants and lawyers as well as government representatives from both the provincial and federal level. Lecture style, panel discussion, case studies, and question and answer session was the normal set up for seminars, with interaction encouraged.

The Immigration Practitioner Exchange continued with monthly contributions by experienced RCICs who wrote brief essays on a variety of subjects such as technology, governance to dealing with difficult client. In August 2016 CAPIC launched the newly rebranded "Education Corner" with an expanded CPD library of past videos as well as new podcasts – roundtable sessions from experienced practitioners on different subjects.

To round out the education year, a successful 2016 National Education Conference 2 – Embrace Change Create Opportunity, was held on November 3-4 for more than 650 RCICs. This 17 hour CPD approved event, had a record breaking 55 speakers – a mix of high level government and industry speakers and experts in the profession. 14 panel sessions in total that included a wide scope of practice areas from family class to citizenship to express entry and more. 2016 saw the re-introduction of breakout sessions, with two well attended sessions - "Need Rehab" and "Deported/Departed. The conference sought to bring practical knowledge to those in attendance with sessions about retainer strategy, and ethical representation. Attendees viewed a "Mock Tribunal" and see the process in decision making. Conference character, Flavio roamed the conference, participating in several panel sessions – from sponsorship, to rehabilitation, to citizenship. New to the NE C2016, was a preconference panel session titled "Standing out and Rising to the Top" – a 2-hour roundtable discussion with 5 RCICs about various issues in finding your niche and "standing out". Attendees had plenty of time for networking from the preconference panel session to the President's Gala. At the Gala, Janet Dench from the Canadian Council of Refugees was awarded the Ivor Carvalho Award, for the CCR's outstanding work, dedication and leadership for refugees. The 2017 NCIC committee looks forward to taking the "best" from the NEC, along fresh innovation and ideas for the 2017 Conference. See you in Gatineau! A huge thanks to the entire "education" team – E & T and NEC committees, Chapter Volunteers, and CAPIC staff for a successful education year!

Committee Members:

Payman Mehrani, Chair

Neera Agnihotri

Lulwa Al Hidiq

Chitra Bhatia

Kim Ly

Jon Salvador

Louise Willis

Self-Regulation under Federal Statute and Counter Measures against Overlapping Regulation Committee

The Federal Statute (FS) committee has been officially active since May 2016; however with work being done since November 2015. So far this has been achieved:

- ▶ Preparation of strategic outline, work plan, and presentation material
- ▶ Numerous FS submissions to MP's including Parliamentary Standing Committee members, party immigration critics, Liberal caucus leaders, senior officials of RICC, Immigration & Citizenship Minister and Deputy Associate Minister and provincial Government executives, such as the Ontario Immigration Minister to promote the idea of Self-Regulation under Federal Statute
- ▶ Memorandum of Understanding between CAPIC & ICCRC on FS work

We strongly believe that Self-Regulation under Federal Statute is addressing serious short comings in consumer protection by adding additional regulatory powers for Unauthorized Practitioners, as well as system weaknesses of the current model. We did not achieve our main goal yet, however, considerably raised the reputation of RCIC's and CAPIC due process. The work goes on.

Committee Members:

Gerd Damitz, Chair

Aileen Farrol

Mihaela Kerezova

Deepak Kohli

Donald Igbokwe

Ron Liberman

Marie Sakel

Governance and Nominating Committee

The duties and responsibilities of the Governance and Nomination Committee (GNC) are primarily explained in Section 9.5 of the Bylaws. The Mandate and Charter of GNC, its Balance Score Card developed through the Strategic Plan, provide more details of the initiatives undertaken by the Committee. In addition, by the virtue of the provision of Section 9.4 of the Bylaw, envisaging that the Chair of GNC to be a participating member of ExCom, additional functions have been assigned to the Chair of GNC. Last but not least, it is a responsibility of the Chair of GNC, like any other Chair of the committees, to always look for new ideas and initiatives to further the process of implementation of the provisions of Mandate of the Committee.

The 2016 Election calendar and Annual General Meeting were a success with many RCICs coming out to vote for the future CAPIC Board of Directors. The GNC developed a standard template for all Committee Charter & Mandates, as well as Work Plans for each in accordance with the Strategic Plan.

The GNC had reviewed and recommended modifications to the Board Policy, Code of Conduct, and filling Board vacancies as prescribed by Bylaw, Section 6.8.

The Election Policy was reviewed by incorporating recommendations of the 2016 Elections Process, removing and improving on ambiguities of the Policy.

The Governance & Nomination Committee looks forward to a prosperous and productive 2017.

Committee Members:

Mansour Motamedi, Chair

Deepak Kohli, Vice-Chair

Passent Ali

Ziaad Ghantous

Rupali Gulati

Ardeshir Mayan

Marjorie Newman

Membership Services Committee

The Membership Services Committee has experienced a successful 2016. We have met seven times throughout the year to brainstorm and review membership services and promotions to better serve CAPIC members. We have successfully reviewed and finalized 352 applications in 2016. Moreover, we have regularly reviewed reports coming from the Membership Coordinator and have actively engaged in brainstorming sessions to provide affinity programs to our members.

Members of the Committee have been actively present at all educational and networking events in order to keep in touch with the membership base and new RCICs and promote the membership benefits that they are privy to. The committee has arduously worked as the liaison between CAPIC and members, passing on information such as members' input, concerns, and suggestions to both Committee members and NHQ Management.

Members of the MSC have played a significant role in the recruitment of students and graduates by being actively involved with colleges around the nation to provide greater opportunities for CAPIC to present before students of immigration programs. The presentations have been successful in promoting CAPIC's role in the industry as well as inform future RCIC graduates of the many membership benefits offered. Moreover, CAPIC's Academic Excellence Award has been presented to the top graduates of a university across the country.

The MSC has drafted and approved the Mandate & Charter, updated Membership Services Policy, along with the Committee Work Plan to ensure the goals of the Strategic Plan are being prioritized and maintained. Furthermore, we have been working tirelessly to ensure the following projects are reviewed and yield success: Gold Membership Package, MyConsultant project, Tutorial Video Guide to the Website, Dental & Health Insurance Plan, Study on offering Liability Insurance, Membership Recruitment Ideas, survey the possibility of an Internship & Mentorship Program...etc.

For 2017 we will continue to review, discuss, and update our membership promotion strategy in order to best serve all our members – for the members by the members.

Committee Members:

Nazli Mohajer, Chair

Isabelle Vachon, Vice-Chair

Wkean (Anthony) Cheah

Jennifer Ding

Petya Ignatova

Lisa de Leon

Christine Poulin

Aninditya Setyo

Policy & Lobbying Committee

During the last year, CAPIC made substantial progress in raising its profile, and that of our members, with industry stakeholders. We are becoming recognized by IRCCs as the leading representative of RCICs, and I would go so far as to say that we have earned their respect and trust. Regular meetings also take place with the IRB, CBSA, and ESDC. Lobbying of Provincial governments continues, and although there have been some regulatory amendments to effect Provincial legislative registration of immigration consultants, they have been limited in scope and intended to give the Provinces control over extreme situations. In British Columbia this control has also been extended to lawyers. CAPIC is advancing the argument for Self-Regulation of our profession under Federal Statute, which will enhance the stature of our profession and its ability to deal with unauthorized representatives, especially those who are in Canada. This will also limit the scope for Provinces who attempt to regulate Federal matters. As long as our Members continue to undertake their tasks with commitment and integrity, there is reason to believe that we will ultimately achieve our goal of becoming a self-regulating profession at the Federal level.

CAPIC has a database of official contacts at the Federal and Provincial level, and continues to update the information as staff changes occur in the government. In conjunction with our public relations adviser, we are confident that this will enable us to strengthen and broaden our lobbying efforts across the entire nation.

We encourage our Members to continue to provide their input on lobbying matters by responding to the regular "Have Your Say" e-mails and by participating in IMMForum to share your views with your fellow members. Our ultimate goal is, whenever there is legislation that affects consumers of immigration services, or the interests of our members are affected, to put forward carefully reasoned and appropriate views to our stakeholders.

In conclusion, CAPIC looks forward to a year in which we can continue to advance the stature of our profession and the advancement of the interests of you, our Members.

Committee Members:

Ron Liberman, Chair

Deepak Kohli, Vice-Chair

Neven Djuricic

Dina Faramarzi

Mihaela Kerezova

Charlemagne Mfera

Afshin Sarhangpour

British Columbia Chapter Committee

It is the responsibility of the Chair of the BC Chapter Committee, like any other Chair of the committees, to always look for new ideas and initiatives to further the process of implementation of the provisions of the Mandate of the Committee.

Cooperation between the Chapter, the E&T Committee and NHQ to develop and implement a regular set of seminars varying in topics and styles was done successfully. There were unprecedented levels of attendance both in-person and by webinar of registrants. The BC Chapter successfully participated in all levels and stages of the development and execution of the 2016 National Education Conference. A record number of government speakers presented at the NEC. There were speakers from all levels of government, the consulting profession, and the legal community.

The Chapter cooperated greatly with the GNC to produce the BC Chapter Charter & Mandate and Work Plan. The Chapter supported the Policy & Lobbying Committee by participating in consultative meetings with government stakeholders in order to amend the BC PNP regulations, prepared a commentary on the BC PNP Act, and supporting CAPIAC in its annual national meetings with government officials.

The Chapter has undertaken new initiatives such as developing the concept of recognition of excellence in education in consultation with academic institutions vis-à-vis having the best graduate of IPPs granted a Student Award. We have successfully been able to maintain cordial relations with the academic institutions. Moreover, the Chapter continued to pursue the proposal of an apprenticeship program for fresh graduates to ICCRC. Regular recruitment was undertaken throughout the year with cooperation from the MSC at Chapter events, social events, workshops, and IPPs. The outcome yielded a significant increase in members in BC.

Thank you to all BC Chapter volunteers for making 2016 such a success!

Chapter Volunteers:

Mansour Motamedi, Chair

Alex Ning, Vice-Chair

Neera Agnihotri

Chitra Bhatia

Maxima Cusi

Jennifer Ding

Nevena Djuricic

Ardeshir Mayan

Afshin Sarhangpour

Aninditya Setyo

Shakuntala Soden

Ontario Chapter

The Ontario Committee has been working most effectively and taking active part in educational activities, policy and lobbying activities, membership drives and also supports the management office from time to time. With the help of the CAPIC Secretary a new committee was formed which includes both previous committee members along with new members. Each committee was so formed to strike balance between experience and new ideas. This was also done for smooth transition when the term of the previous committee member ends.

The Ontario Chapter fully participated in all the events that took place in the Chapter. We had two social events, a picnic in summer, and a Christmas social in December. Serena Gundy Park, Toronto was the venue for a very robust and fun filled picnic which was organised and hosted by CAPIC NHQ and the Ontario Chapter. It was attended by many members and their families who enjoyed the food, games and other picnic attractions!

Christmas social held at NHQ has become a yearly ritual which many RCICs look forward to. The food variety showed the cultural mix and blend of our Ontario chapter – full of flavour and soul.

The Education Committee organised successful seminars in Ontario with the experience, expertise and creativity of the CAPIC Education Coordinator Consultant, Monica O'Brien and the management team. All the seminars were successfully held with the sincere efforts of the Ontario Chapter Committee members.

The Membership Committee has been working continuously to promote membership drives and strengthen the CAPIC membership

The Lobbying Committee has been continuously playing its role of representing RCICs and their interests with all the Immigration departments and stakeholders.

Thank you to all who volunteered to make 2016 a success! I am looking forward to working with you all in 2017!

Chapter Volunteers:

Neerja Bhandari, Chair

Lulwa Al Hidiq

Passent Ali

Ashutosh Agnihotri

Wkean (Anthony) Cheah

Dina Farmarzi

Rupali Gulati

Petya Ignatova

Mihaela Kerezova

Richard Leu

Kim Ly

Prairie Chapter Committee

Prairie Chapter is unique, as it encompasses three provinces: Alberta, Saskatchewan and Manitoba. We have a large number of ICCRC members who are also CAPIC Members. Over the past 12 months, this chapter held Education Seminars in Calgary, Edmonton and Winnipeg. We have also started holding 'Lunch & Learn' for our members, in small inter-active groups. Very soon we will also embark on 'Subject Specific' workshops for our members. We are continuing to grow our membership in this Chapter and hoping to provide our members with great learning experience in Immigration Matters.

Thank you to all that volunteered to make 2016 a success and we look forward to working with you all in 2017!

Chapter Volunteers:

Parmjit (Jay) Chahal, Chair

Lisa de Leon

Marjorie Newman

Rosette Ramos

Jon Salvador

Andrew Yin

Quebec Chapter Committee

2016 has been a good year for the development of the Quebec chapter. The Chapter has been heavily involved in recruiting volunteers, attending lobbying events, and preparing educational seminars.

The Quebec chapter has overcome a few challenges and come out stronger in the end, yet, as always there is great room for improvement. We will continue to strive for greater unity in the Chapter as well as for the CAPIC mandate.

In terms of Education, we had a number of successful seminars which were comprised of CAPIC members and non-members alike, who were very engaged and excited to see more seminars being planned in Quebec. Due to the variety in educational seminars we have seen a rise in membership numbers in Quebec, especially students being attracted to join CAPIC. One of the most successful recruitment tools has been the Seminar Bundle which is constantly in demand.

We are actively looking into having the Chapter volunteers trained and more engaged to maintain the standards of Governance. We successfully appointed a new Director to represent the Quebec Chapter before the Committee. As for Policy & Lobbying, we attended regional IRB, CBSA, MIDI, to name a few, events as representatives of CAPIC. Furthermore, we developed a full report to present before the Parliament and Minister Ms. Kathleen Weil.

Finally, we have seen a rise in demand for services to be made available solely in French at all levels. We are looking forward to greater improvements and many more achievements in all areas for the Quebec Chapter. Thank you to all that volunteered and dedicated their time to the Chapter! I look forward to working with you and seeing many new faces in the year(s) to come!

Chapter Volunteers:

Isabelle Vachon, Chapter Chair

Ziaad Ghantous

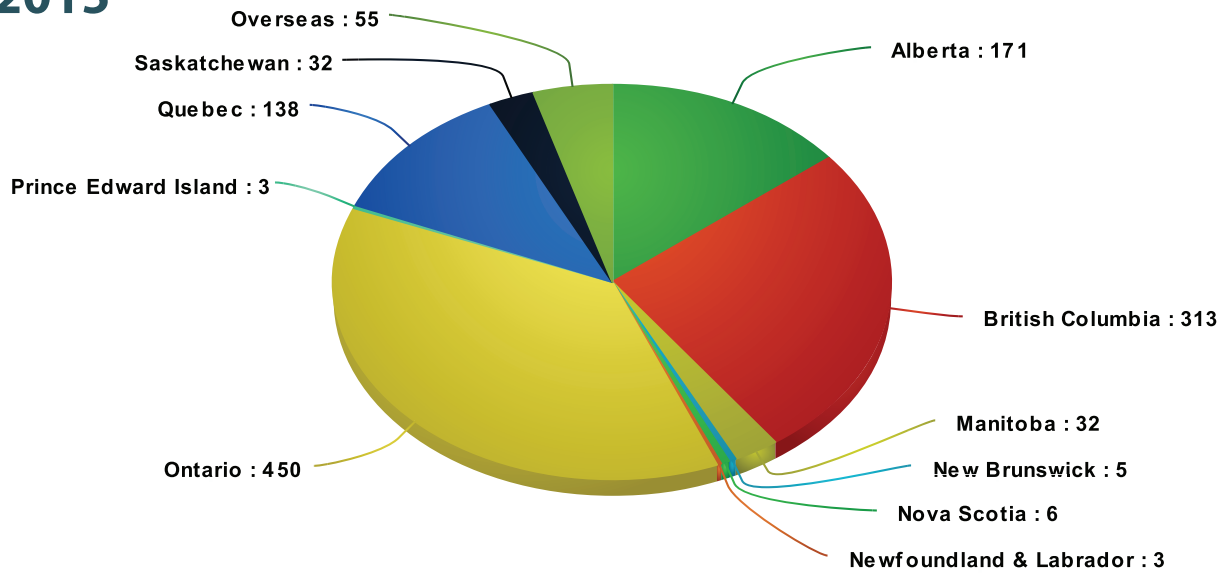
Charlemagne Mfera

Christine Poulin

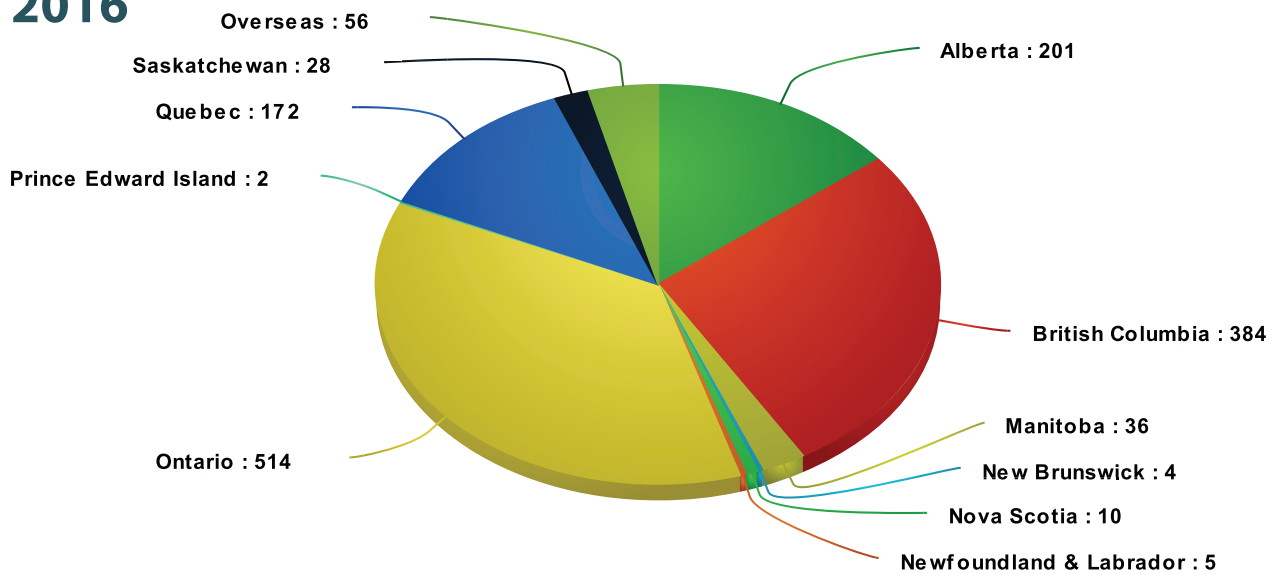
Louise Willis

Membership Numbers by Comparison 2015-2016

2015



2016



2016 Board of Directors Attendance Record

Name	Total
Parmjit (Jay) Chahal	12
Donald Igbokwe	13
Dory Jade**	8
Deepak Kohli	13
Ron Liberman	10
Nazli Mohajer	10

Mansour Motamedi	11
Satish Nandre*	4
Louisa Supino*	2
Isabelle Vachon**	7
Neerja Bhandari**	8
Payman Mehrani**	7
Jacques Therrien**	3

* Term ended at 2016 AGM
 ** Resigned/served partial term



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