

2022 ANNUAL REPORT

Canadian Association of
Professional Immigration Consultants

Association Canadienne des
Conseillers Professionnels en Immigration



www.capic.ca

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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

A POSITIVE, INSPIRING AND CREATIVE ENVIRONMENT:

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

INTEGRITY:

We conduct ourselves ethically in all our actions and decisions

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



CHAIR REPORT

431,645 new permanent residents joined Canada in 2022 in a tremendous year of growth for CAPIC and the immigration system. As immigration expands to represent the number one source of growth in Canada, CAPIC stands beside immigration and citizenship consultants, supporting newcomers to Canada as a capable voice and advocate for our members. In 2022, our membership numbers grew from 3916 to 4292 including student, regular and gold members, thanks to our continued dedication to the networking, education, and communications opportunities CAPIC advances. This year, we advocated for your needs, contributed to the College of Immigration and Citizenship Consultants Code of Ethics, and met our Strategic Plan objectives.

A return to normal face-to-face meetings was met with excitement and success as industry experts, speakers, CAPIC members and other industry advocates congregated at the 2022 annual National Citizenship and Immigration Conference (NCIC) in Ottawa, Ontario. In-person training and seminars also resumed in 2022, with all Chapters offering professional sessions and welcoming workshops, seminars and other high-quality professional development and training.

CAPIC worked hard to build membership during its key window alongside the relative youth of the College of Immigration and Citizenship Consultants by strengthening ties with academic institutions such as Queen's University and the University of Montreal. At the same time, the Membership Services Committee proposed countrywide social outreach events.

As CAPIC met the large majority of its targets, gaining 376 more members, our organization also saw changes to the governance structure that involved the integration of the Regions in the Bylaws for better representation.

Remaining on a mission in 2022, CAPIC actively engaged with immigration industry policymakers, making recommendations for temporary residence application processing to reduce immigration application backlog, and providing input to Agent Regulation. We were here working tirelessly behind the scenes to serve the best interests of members.

This cannot be done alone. Across the board, volunteers and subject matter experts contributed significantly to the value of membership and the organization. Thank you. Your knowledge and enthusiasm are appreciated and celebrated. A sincere thank you to the CAPIC Board and Committees who shared their time, knowledge, and commitment. Thank you to CAPIC staff for their support and dedication.

Looking forward to 2023, CAPIC will revise its Strategic Plan to start 2024 on a new three-year track. You can look forward to more of what makes CAPIC valuable to its members and the industry—expert seminars and educational events where you can meet your colleagues, an expanding digital information library, and continued advocacy to address your professional concerns. These all highlight our dedication to you, CAPIC members and the immigration profession itself. We know CAPIC will continue to be a valuable resource for members in meeting your professional needs and being your voice.

AVNI MARFATIA

Chair, Board of Directors, CAPIC

“431,645 new permanent residents joined Canada in 2022 in a tremendous year of growth for CAPIC and the immigration system. As immigration expands to represent the number one source of growth in Canada, CAPIC stands beside the immigration and citizenship consultants supporting newcomers to Canada as the capable voice and advocate for our members.”



CEO REPORT

2022 was another excellent year for CAPIC as the organization achieved its strategic goals and furthered its mission to lead, connect, protect, and develop the immigration and citizenship profession. While 10% growth (838 new memberships) was less growth than last year, the quality and value of CAPIC benefits continue to expand, and the organization actively supports the professional requirements of our members and furthers the careers of thousands of newly registered immigration consultants.

The large roster of educational events, including 25 seminar bundles sessions, drew from a lengthy list of experts who shared their knowledge and expertise on a variety of topics. RCICs, lawyers, and industry professionals provided valuable resources and tips.

An enthusiastic team of talented CAPIC staff succeeded in keeping members informed about upcoming events and sharing highly relevant resources designed to educate and advocate. Media and social media avenues such as MyConsultant.ca, LinkedIn, Twitter and the CAPIC YouTube channel were carefully curated to ensure quality to their audiences. The Education Partner Program, IMMForum and CAPIC Connect added to members' knowledge of the immigration industry and business with expert inclusion. CAPIC Connect, introduced in 2021, is continually being improved and provides a place for CAPIC members to gain necessary information.

In addition, an RCIC Entry-to-Practice Exam preparation course was made available for those preparing for RCIC exams.

This year, CAPIC celebrated the winners of four CAPIC awards, the Pillar Award, Leadership Award, Director



Services Award, and Services Awards offered to recognize the achievements of outstanding professionals.

In addition, CAPIC offered membership and prizes to the 2022 recipients of the Academic Excellence Award, recognizing students studying in the field of immigration for their determination and academic excellence. This award was awarded to Peri Wang and Yuanji Sun of Queen's University on October 21, 2022. Congratulations, Peri Wang, and Yuanji Sun.

Membership to CAPIC represents close to a majority of all immigration and citizenship consultants. This year, CAPIC bolstered efforts to promote CAPIC to registered non-members with key academic partnerships and dedicated planning, which positions CAPIC as the professional home for RCICs. Other than the educational advantages and nearly 100 CPD learning hours available to fulfil mandatory requirements for CPD learning, CAPIC members recognized IMMForum, IMMCentre, IMMFile and others as the most valued CAPIC services for its membership.

Looking forward to 2023 and 2024, CAPIC will focus on high-performance digital leadership, representation of immigration and citizenship consultants, virtual and in-person professional development and their role as the omnipresent SOLE voice of consultants in the Canadian immigration domain. An extensive campaign will promote RCIC services and combat Unauthorized Representatives (UAPs). CAPIC will also move to the next level by bringing forward unparalleled education standards and assisting professionals in serving their clients better. The MyConsultant.ca Show and Podcast will become a significant means to contribute to the integrity of the immigration system by bringing forward the appropriate information and resources.

As the year unfolds, I thank all CAPIC members, volunteers and staff who made 2022 exciting within a spectacular profession.

DORY JADE
CEO, CAPIC

“ 2022 was another excellent year for CAPIC as it achieved its strategic goals and furthered its mission to lead, connect, protect, and develop the immigration and citizenship consultant profession. While 10% growth (838 new memberships) was less growth than last year, the quality and value of CAPIC benefits continue to expand, and the organization actively supports the professional requirements of our members and furthers the careers of thousands of newly registered immigration and citizenship consultants.



BOARD OF DIRECTORS



AVNI MARFATIA
Chair
Human Resources &
Compensation Committee Chair



JAGJEET PAL SANDHU
Vice Chair
Membership Services Committee
Vice Chair



LULWA AL HIDIQ
Membership Services Committee
Chair
Audit & Finance Committee Vice
Chair



NAMITA DASS
Education & Training Committee
Chair
Audit & Finance Committee
Member



YASMEEN TYEYEBI
Education & Training
Committee Chair
Governance & Nomination
Committee Vice Chair



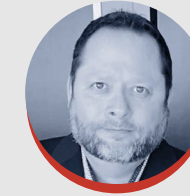
KATHY PELLERIN
Quebec Chapter Chair
Lobbying Committee Chair



PRATEEK BABBAR
Treasurer
Audit & Finance Committee
Chair



SYLVIE GONIN
Human Resources &
Compensation Vice Chair
Lobbying Committee
Member



CARMAN GOSSELIN
Prairies Chapter Chair
Lobbying Committee Vice Chair

PAST CHAIR COUNCIL



LULWA AL HIDIQ



JEFF HEMLIN



GERD DAMITZ



PHIL MOONEY



DONALD IGBOKWE



RON MCKAY



DORY JADE



WARREN LLOYD



GOVERNANCE AND NOMINATION COMMITTEE

The Governance and Nomination Committee (GNC) had a busy start to 2022.

The GNC team consists of ten dynamic volunteers, two from each CAPIC Chapter, who serve CAPIC by reviewing bylaws, policies, charters, and mandates. They also ensure the legal compliance, consistency, and relevance of CAPIC operations. Legal advice and Board approvals are always sought for GNC recommendations.

The GNC held five meetings during the year.

Significant GNC achievements in 2022 included the following:

- Amendments to CAPIC's By-law.
- Critically reviewing all committees' policies, charters, and mandates.
- Ensuring compliance with all CAPIC bylaws and policies.
- Reviewing nomination applications and selection of successful candidates for Board positions according to

eligibility.

- Considering possible approaches to recognize the service of CAPIC volunteers.
- Ensuring fair geographic representation on the Board.
- Discussing work plans and assigning roles for compliance with quarterly tasks.
- Deliberation on yearly training, delegation workshops, and conducting surveys.
- Suggesting removal or replacement of volunteers based on inactivity, breach of policies, or change of roles.

As the GNC looks forward to 2023, the Committee will meet five times to adhere to its work plan in accordance with CAPIC's Strategic Plan.

With changes proposed for several policies, CAPIC volunteers will have the opportunity to serve based on updated policies and bylaws.

The GNC continues to work closely with CAPIC management and the Board to complete assigned tasks in fulfilment of CAPIC's vision and mission.

CHITRA BHATIA
Governance and Nomination Committee Chair



CHITRA BHATIA
Chair



AMALSINGH BADAL
Member



MINHAS ALI
Member



SUNIL SHARMA
Member



SHARMILA PERERA
Member



FESTUS OMOIATE
Member



VALENTINA ARTEMIEVA
Member



MALINI SENGUPTA
Member



BEN ZHAOBIN LIU
Member

AUDIT AND FINANCE COMMITTEE

2022 was an excellent financial year for CAPIC, performing even better than in previous years. The Audit and Finance Committee (AFC) held various meetings during the year and worked diligently to strategize ways to preserve this positive financial standing.

During the year, the Committee has worked with Management to perform the following duties:

- Reviewed and recommended approval of the annual financial statements to the Board, including the selection of appropriate accounting policies and practices.
- Ensured that CAPIC remains a membership-driven association guided by its four pillars.
- Ensured that the financial viability of the association was maintained, by addressing inflation, ensuring cost-effective measures were adopted, and scrutinizing the budget, among others.
- Along with Management, reviewed and discussed CAPIC's financial strategy and objectives in relation to the annual budget and the strategic priorities for the budgeting period.
- Oversaw the organization's financial and control systems.
- Ensured internal policies and procedures were annually reviewed.
- Ensured that diversification of funding resources was in place.

As Chair of the AFC, I am grateful to my fellow Committee members for their diligence and dedication as we work together to uphold CAPIC's financial affairs. While 2022 was a successful year, I am looking forward to an even more productive 2023.

Prateek Babbar
Audit and Finance Committee Chair



PRATEEK BABBAR
Chair



LULWA AL HIDIQ
Vice Chair



NAMITA DASS
Member



SYLVIE GONIN
Member



CARMAN GOSSELEIN
Member

“ Performing even better than in previous years, the Audit and Finance Committee (AFC) held various meetings during the year and worked diligently to strategize ways to preserve this positive financial standing.

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HUMAN RESOURCES AND COMPENSATION COMMITTEE

As Chair of the Board of CAPIC, I am also the Chair of the Human Resources and Compensation Committee (HRCC). The HRCC is submitting its annual report for the year, ending December 31, 2022.

2022 was a challenging year for Management in terms of human resources management. The opening of job markets and labour shortage has created competitions in talent recruitment and employee retention. CAPIC Management continued to expand its team and attract new talents to the team. HRCC has remained committed to work on the goals set by the Strategic Plan to ensure CAPIC Management continues to provide a safe and welcoming work environment that enables staff to do their best work every day.

HRCC worked on its primary responsibility of reviewing, monitoring, and making recommendations to the Board of directors on matters of strategic importance related to human resources management. During the year, the Committee followed the HRCC work

plan to set up goals and workflow for 2022 in accordance with CAPIC’s Strategic Plan. Committee members worked closely with other Committees on volunteer recruitment including the call for election and volunteers. Together with Management, Committee members perform ongoing review of CAPIC’s human resources policies and procedures to ensure CAPIC fulfills its obligations as an employer. They received management reports to ensure CAPIC complies with all statutory requirements and that the organization is not at any risks. The Committee also ensured that the CEO performance appraisal was in accordance with strategic objectives set. In addition, the Committee confirmed that the employment agreement meets CAPIC’s needs and complies with provincial legislation requirements.

HRCC will continue its work according to its terms of reference to ensure CAPIC continues to be aligned with human resource management’s best practices, that will in turn, equip CAPIC with the best talents for growth and to meet the strategic objectives.

AVNI MARFATIA
Human Resources and Compensation Committee Chair



AVNI MARFATIA
Chair



SYLVIE GONIN
Vice Chair



CHITRA BHATIA
Member



KATHY PELLERIN
Member

“ The opening of job markets and labour shortage has created competitions in talent recruitment and employee retention. CAPIC Management continued to expand its team and attract new talents to the team. HRCC has remained committed to work on the goals set by the Strategic Plan to ensure CAPIC Management continues to provide a safe and welcoming work environment that enables staff to do their best work every day.

”



MEMBERSHIP SERVICES COMMITTEE

While it was a difficult year for the immigration industry and the Canadian economy, CAPIC was resilient during 2022 and achieved 99% of its membership target by year's end.

At the start of 2022, there were 3916 CAPIC members, including 3644 registered members.

During 2022, CAPIC received and finalized 838 membership applications and achieved a total membership of 4292. Of this total, 4148 were registered members, representing 52% of all Regulated Canadian Immigration and Citizenship Consultants (as of June 2021).

The Membership Services Committee met five times during the year. The following are just a few of the Committee's accomplishments:

- Reviewed and finalized CAPIC annual membership satisfaction survey.

- Proposed potential social outreach events across Canada to grow connections between members and promote membership to non-members.
- Recommended new membership promotion ideas based on membership satisfaction and resignation survey results and membership data.
- Reviewed and approved updated CAPIC Award of Academic Excellence policy geared towards Queen's University and the University of Montreal.
- Continued working on identifying and recruiting senior expert members & identifying partnership opportunities.

The Committee continues building our relationship with Queen's University and the University of Montreal to establish a meaningful transition from student to registered membership to strengthen the membership core of our association.

Lulwa Al Hidiq
Membership and Services
Committee Chair



LULWA AL HIDIQ
Chair



JAGJEET PAL SANDHU
Vice Chair



MIKAEL ALAMI
Member



HAMID REZA HASSANI
Member



SVETLANA BALABA
Member



SONNY YOUNG
Member

PICTURE UNAVAILABLE:

VAIBHAV SHARMA
Member

JOHN FERNANDO
Member

CAPIC MEMBERSHIP AS OF DECEMBER 31, 2022

PROVINCE	REGISTERED			HONORARY	ASSOCIATE			STUDENT	TOTAL
	Regular	Gold	Total		Regular	Gold	Total		
Alberta	530	105	635	0	1	0	1	16	652
British Columbia	937	171	1108	3	2	0	2	23	1136
Manitoba	97	26	123	0	0	0	0	2	125
New Brunswick	17	3	20	0	0	0	0	1	21
Nova Scotia	37	5	42	0	0	0	0	1	43
Newfoundland & Labrador	6	2	8	0	1	0	1	0	9
Ontario	1479	285	1764	11	11	5	16	48	1839
Prince Edward Island	2	2	4	0	0	0	0	0	4
Quebec	242	41	283	2	3	0	3	6	294
Saskatchewan	56	21	77	0	1	0	1	3	81
Yukon Territory	5	0	0	0	0	0	0	0	0
Northwest Territories	1	0	0	0	0	0	0	0	0
International	70	14	84	0	2	0	2	2	88
TOTAL	3473	675	4148	16	21	5	26	102	4292

EDUCATION AND TRAINING COMMITTEE



31
SEMINAR
BUNDLE
EVENTS



47
EDUCATION
& TRAINING
EVENTS



98
CPD
HOURS



The Education and Training Committee (ETC) completed another successful year as they steered CAPIC from the COVID-19 pandemic “immigration learning” into an era of portal learning, program updates and business/client strategy. Committee members remained highly engaged throughout the year and challenged the education team at CAPIC to bring more specialized topics in a practical format, with the idea that every seminar, webinar or workshop will bring valuable knowledge, whether it be immigration or business-related topics.

The \$1.00 Seminar Bundle continues to be the most popular option, and the 2022 calendar year did not disappoint as CAPIC members had the opportunity to attend 31 events, totalling 69 CPD hours. All CPD events are valid for one year and attendees were able to attend either virtually or

by video. In-person programming returned in mid 2022, with sessions held respectively in Montreal, Toronto, Vancouver, and Edmonton. Topics were wide and varied within the Seminar Bundle program from the popular Federal Self-Employed Person session, the C Series, Gone Fishin’ (Chinook), The Complaints Process, Submission Writing, and Refusals. Highlights included Portal and Technology, PNP series, two Ukraine information sessions, and an in-depth “Strategy Event’ on a multitude of topics. The year ended with a series of practical sessions from Teer No Fear to LMIA Basics and Marketplace Strategy.

There were numerous sessions outside the Seminar Bundle, including a series of workshops geared towards business and client management. From sessions on effective communication, interview techniques, and retainers, CAPIC

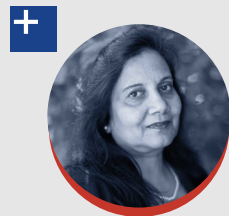
members gleaned tips and takeaways from seasoned practitioners. The popular What Now series returned. Part 1 rolled out in December 2022, with starter checklists and tips on getting started in the business. August brought an in-person event on the new College Code, as members gathered in person to be informed and ask questions. New to 2022 was the introduction of CAPIC Cafe - closed online networking sessions, where attendees had opportunities to ask questions and network in a safe space. The Entry to Practice Prep had its highest number of attendees in February 2022, with the next generation of practitioners!

NCIC 2022 made its appearance in May 2022, in the heart of Canada's democracy, in Ottawa. With 600 in person and online, attendees gained 18 hours of CPD learning from 16 panel sessions and 42 speakers. With a theme of Commitment to Excellence: Strategies and Solutions for Success: Next Chapter, the conference sought to engage and empower all, in the next chapter of immigration learning. A huge thanks to the NCIC Sub Committee who worked tirelessly in developing the conference agenda and to all volunteers who participated in making NCIC 2022 a success! See you in Winnipeg in June 2023!

Most will admit that 2022 was a challenging year, as the immigration industry sought to move to a post pandemic era. ETC members played an integral and vital role in their input and execution of education events. They tackled the Committee work plan and tasks therein and led by example, with perseverance and diligence. They continue to shape CAPIC's education programming in innovation and growth. With the goals to innovate and strengthen CPD programming both in French and English, "for the members" and "by the members" continue to be two of CAPIC's guiding principles. A huge thank you to the work of all Committee members and volunteers.

In summary, 47 education events, totalling 98 CPD hours from the conference, seminar bundle events, workshops and networking events were held in 2022. Thank you to the education team behind the scenes who plan, lead and guide. With the work of committed supporting staff, dedicated volunteers, and the leadership of the ETC, and NCIC Committees, CAPIC members remained updated and engaged in their immigration learning!

NAMITA DASS
Education and Training
Committee Chair



NAMITA DASS
Chair



YASMEEN TYTEBI
Vice Chair



SARAH LAUREN HEIDT
Member



VALENTINA ARTEMIEVA
Member



YASSINE EL BAHLOULI
Member



TAMMY GRIFFIN
Member



TARYN RAHMAN
Member



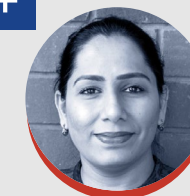
NEELU KANG
Member



YANA TASHEVA
Member



MUHAMMAD VIRK
Member



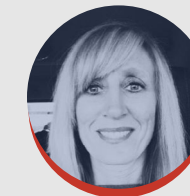
RUPALI GULATI
Member



BURCU AKYOL
Member



MANIYA RAFIEI
Member



MEREDITH LENT-HUNCHAK
Member

LOBBYING COMMITTEE

Lobbying is one of CAPIC's cornerstones, considering the best interests of CAPIC members and the immigration profession. Focusing on identified 2021 goals, 2022 proved to be a busy year as lobbying moved from a post-pandemic focus.

Committee members were engaged as pertinent issues were noted, plans formulated, and activities conducted. Expanding CAPIC's presence across the board to promote CAPIC members remained a key goal. Notably:

- Increased RCIC recognition in various immigration domains - locally, provincially, nationally, and internationally, including the goal of having the Immigration and Refugee Board extend their invitation of an expression of interest for RCICs to be their contracted designated representatives.
- Continued liaison with relevant stakeholders at political and senior levels on various lobbying matters

and submission work on combined lobby-policy issues, including the backlog and post-graduate work permit policy.

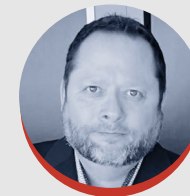
- A significant contribution to the Agent Regulation updates and Interpretation Guide to the Code of Professional Conduct for College of Immigration and Citizenship Consultants Licensees took place with robust input from the Committee and CAPIC members.
- Initiation of the member employment project began. This project connects prospective employers with CAPIC RCIC members who are open to being hired. This initiative will be implemented on a full scale in 2023.

To the Committee members, many thanks for your time and expertise. Your efforts and contributions made 2022 a fruitful year for this Committee. y thanks for your expertise and time to build the profession.

KATHY PELLERIN
Lobbying Committee Chair



KATHY PELLERIN
Chair



CARMAN GOSSELIN
Vice Chair



BROOKE FINLAY
Member



SYLVIE GONIN
Member



ELLEN YACHNIN
Member



CHRISTOPHER WILLIS
Member



DIPIN DHINGRA
Member



JEAN TOEWS
Member



NEERA AGNIHOTRI
Member



NEERJA BHANDARI
Member



MARTINE VAREKAMP-BOS
Member

“ Committee members were engaged as pertinent issues were noted, plans formulated, and activities conducted. Expanding CAPIC’s presence across the board to promote CAPIC members remained a key goal.

”



POLICY COMMITTEE

2022 was a busy year for the Policy Committee, with six meetings in total and the final meeting being a joint session with the Lobbying Committee, where similar issues are noted. The Policy Committee gathers immigration policy issues and concerns from CAPIC members and advocates with relevant stakeholders, including IRCC, IRB, CBSA, ESDC and PNPs at the bureaucratic and operational levels.

Over 30 stakeholder meetings were held in 2022 on various issues, including portals, digitization, backlogs, study permits and virtual hearings. More than 35 Subject Matter Experts (SMEs) contributed to these sessions by attending or providing input. CAPIC is grateful to those who participated and appreciates the recommendations from CAPIC members, many of whom took considerable time to list issues and suggest possible solutions. Notes and materials are shared with CAPIC members so all can gain noted necessary information. In 2022, CAPIC turned several

policy stakeholder meetings into educational events, as SMEs reported directly back to membership in a live virtual setting. In addition, the Committee provided oversight for the policy work plan and contributed to presentations and submissions on the backlog and digitization. Submission preparation and policy work remains ongoing in different areas.

The Policy Committee remains committed to addressing members’ concerns and advocating vigorously. We will continue to engage with our colleagues on issues and offer solutions to aid their practice. As Chair, I am grateful for the diligent work of the Policy Committee and SMEs. We look forward to strong policy work in 2023.

CHITRA BHATIA
Policy Committee Chair



CHITRA BHATIA
Chair



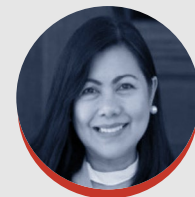
PRATEEK BABBAR
Vice-Chair



JANET EBERLE
Member



JANET EBERLE
Member



MARJORIE NEWMAN
Member



RALPH GUERRA
Member



TIM MORSON
Member

PICTURE UNAVAILABLE:
NARESHKUMAR CHAVDA
Member

“ The Policy Committee remains committed to addressing members’ concerns and advocating vigorously. They will continue to engage with their colleagues on issues and offer solutions to aid their practice. As Chair, I am grateful for the diligent work of the Policy Committee and SMEs.

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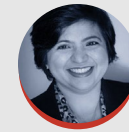


VOLUNTEER AWARDS

FOR DEDICATION TO THE BC CHAPTER



BROOKE FINLAY
Lobbying Committee



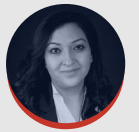
CHITRA BHATIA
Governance & Nomination Committee



HUI ZHANG
Governance & Nomination Committee



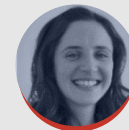
MANIYA RAFIEI
Education & Training Committee



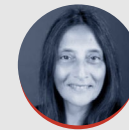
NEERA AGNIHOTRI
Lobbying Committee



RALPH GUERRA
Policy Committee



ROSANNE STEINKE
Policy Committee



SHAKUNTALA SODEN
Governance & Nomination Committee



WEI JULIA ZHANG
Membership Services Committee

PICTURE UNAVAILABLE:

GIOVANNI MARIELLA

Membership Services Committee

JOHN FERNANDO

Membership Services Committee

MAXIMA GUSI

Education & Training Committee

SANAM KASHFI

Education & Training Committee

WILLEI WEI WEI

Education & Training Committee

FOR DEDICATION TO THE ONTARIO CHAPTER



AMALSINGH BADAL
Governance & Nomination Committee



BHAWNA VASUDEV
Policy Committee



BRUCU AKYOL
Education & Training Committee



DIPIN DHINGRA
Lobbying Committee



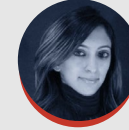
LILY LEE
Membership Services Committee



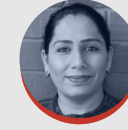
MUHAMMAD VIRK
Education & Training Committee



NEERJA BHANDARI
Lobbying Committee



NOORBAGUM JINAH
EPP Working Group



RUPALI GULATI
Education & Training Committee



SHARMILA PERERA
Governance & Nomination Committee



SVETLANA BALABA
Membership Services Committee

PICTURE UNAVAILABLE:

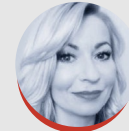
NARESHKUMAR CHAVDA

Policy Committee

FOR DEDICATION TO THE PRAIRIES CHAPTER



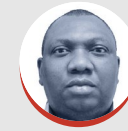
ALAN NG
Member



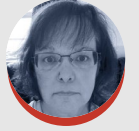
ALEKSANDRA KOSCIELAK
Education & Training Committee



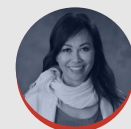
BEN ZHAOBIN LIU
Governance & Nomination Committee



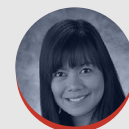
FESTUS OMOIATE
Governance & Nomination Committee



JANET EBERLE
Policy Committee



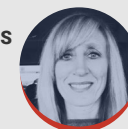
JEAN TOEWS
Lobbying Committee



MARJORIE NEWMAN
Policy Committee



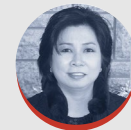
MARTINE VAREKAMP-BOS
Lobbying Committee



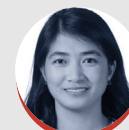
MEREDITH LENT-HUNCHAK
Member



SONNY YOUNG
Membership Services Committee



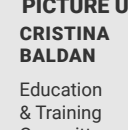
VICTORIA EWERT
Education & Training Committee



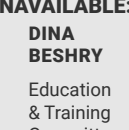
WAGIYL TINIPAC
Membership Services Committee



YASSINE EI BAHLOULI
Education & Training Committee



PICTURE UNAVAILABLE:
CRISTINA BALDAN
Education & Training Committee



DINA BESHRY
Education & Training Committee

FOR DEDICATION TO THE QUEBEC CHAPTER



CHRISTOPHER WILLIS
Lobbying Committee



HAMID REZA HASSANI
Membership Service Committee



KATHY PELLERIN
Lobbying Committee



SYLVIE GONIN
Human Resources & Compensation Committee



TARYN RAHMAN
Member



TIM MORSON
Policy Committee



VALENTINA ARTEMIEVA
Governance & Nomination Committee

PICTURE UNAVAILABLE:

ADIL EI JAOUHARI
Member

BRIGITTE BARAKAT
Membership Services Committee

ELOY SANTOLALLA
Education & Training Committee

FOR DEDICATION TO THE BOARD



AVNI MARFATIA
Human Resources & Compensation Committee



CARMAN GOSSELIN
Lobbying Committee



JAGJEET PAL SANDHU
Membership Services Committee



LULWA AI-HIDIQ
Audit & Finance Committee



NAMITA DASS
Education & Training Committee



PRATEEK BABBAR
Audit & Finance Committee



SYLVIE GONIN
Human Resources & Compensation Committee



YASMEEN TYEBI
Governance & Nomination Committee

FOR OTHER MEMBER SERVICE DEDICATION



ALEX NING
SME



CHARLEMANGE MFERA
SME



CHRIS DAW
SME



KIM K.C. LY
SME



LOUISE WILLIS
SME



MANPRIT AUJLA-GREWAL
SME



MIHAELA KEREZOVA
SME



PETER VERESS
SME



TIFFIANY CHI
SME



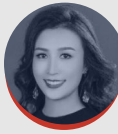
JOSEPH ZAKHOUR
SME

PICTURE UNAVAILABLE:
SHAISTA AMJAD SME

FOR DEDICATION TO WORKING GROUPS



AMALSINGH BADAL
Governance & Nomination Committee



ANGEL WANG
Events



BHAWNA VASUDEW
Communications Working Group



CARMAN GOSSELIN
Lobbying Committee



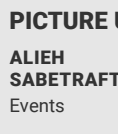
DALIA MILIMANTAS
Events



DIRK PROPP
Events



KAY (KAYOSHA) WILSON
Events



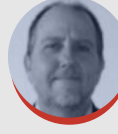
PICTURE UNAVAILABLE:
ALIEH SABETRAFTAR Events
ASHUTOSH AGNIHOTRI Events
ASMA SABIR Events
BHUPENDER JIT KOUR (ROSIE) Events
CARLOS LOPEZ GUERRA Events
CHIDINMA IGBOANUGO Events
DINA BESHRY Education & Training Committee
JERIC MENDOZA Events
LINDSEY YAO Communications Working Group
MICHAEL LIEFFERS Events
MUSHFIQUR RAHMAN Events
SHAISTA AMJAD SME
RASHID ALI Events
TANVEER KAZMI Communications Working Group



MUHAMMAD VIRK
EPP Working Group



NOORBAGUM JINAH
EPP Working Group



JOSEPH ZAKHOUR
SME



TAMMY GRIFFIN
Communications Working Group



YANG DU
EPP Working Group

AWARD OF ACADEMIC EXCELLENCE

Congratulations to **Peri Wang** and **Yuanji Sun**, who were presented CAPIC's Award of Academic Excellence during their graduation ceremony from Queen's University on October 21, 2022. The Award recognizes students studying in the field of immigration for their determination and academic excellence and supports the recipients as they begin their professional careers. Each recipient received two years of free CAPIC Membership (Student or Regular Subscription Package) and \$1500.

Congratulations!



CHAPTERS

In 2022, under the leadership of the Chairs of the Chapters, the four Chapter volunteers worked diligently for the members in their respective Chapters, carried out their work plans, collaborated with one another, the Committees, and CAPIC staff, and contributed to achieving the goal of the CAPIC Strategic Plan.

The Chapter volunteers are also the core of the Committees, participating in a variety of Committees. They actively sought members' input, feedback, and comments concerning various issues affecting members' practices. To help sort out the issues, they attended stakeholder meetings and participated in other outreach and consultation initiatives organized by IRCC, CBSA, IRB, and the provincial immigration offices across Canada. When issues caused by inoperative immigration policies of other countries came to the attention of the Chapter teams, they also tried their best to approach the responsible department of the foreign government to pursue solutions.

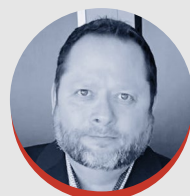
With the gradual re-opening after the COVID-19 pandemic, the support from the Chapter volunteers afforded the resumption of the in-person CPD events that benefited all CAPIC members.

In addition to serving our members, the Chapter volunteers worked actively to advocate for protecting existing and potential clients of our members. One example is the increased number of the Designated Learning Institutions in the Education Partner Program, which is the fruit of collaboration between the Chapter volunteers and the CAPIC EPP team.

The Chairs of the Chapters commended the hard work of the Chapter volunteers and appreciated the time and energy they dedicated to members during the difficult period.



CHITRA BHATIA
BC Chapter Chair



CARMAN GOSSELIN
Prairies Chapter Chair



PRATEEK BABBAR
Ontario Chapter Chair



KATHY PELLERIN
Quebec Chapter Chair

BC CHAPTER



CHITRA BHATIA
Chair



BROOKE FINLAY
Member



JULIA ZHANG
Member



ROSANNE STEINKE
Member

PICTURE UNAVAILABLE:
JOHN FERNANDO
Member



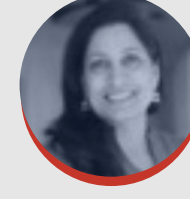
MANIYA RAFIEI
Member



NEERA AGNIHOTRI
Member

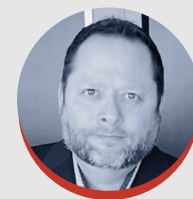


RALPH GUERRA
Member



NEELU KANG
Member

PRAIRIES CHAPTER



CARMAN GOSSELIN
Prairies Chapter Chair



TAMMY GRIFFIN
Member



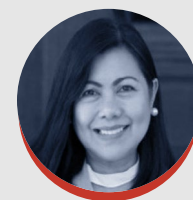
FESTUS OMOIATE
Member



JEAN TOEWS
Member



JANET EBERLE
Member



MARJORIE NEWMAN
Member



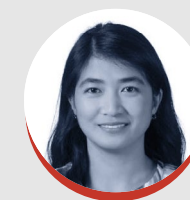
MARTINE VAREKAMP-BOS
Member



MEREDITH HUNCHAK
Member



SONNY YOUNG
Member



WAGJYL TINIPAC
Member



YASSINE EL BAHLOULI
Member



ZHAOBIN LIU
Member

ONTARIO CHAPTER

PICTURE UNAVAILABLE: NARESHKUMAR CHAVDA Member
VAIBHAV SHARMA Member



PRATEEK BABBAR
Chair



AMALSINGH BADAL
Vice Chair



BURCU AKYOL
Member



SUNIL SHARMA
Member



ELLEN YACHNIN
Member



MINHAS ALI
Member



RUPALI GULATI
Member



SVETLANA BALABA
Member



SHARMILA PERERA
Member



SARAH LAUREN HEIDT
Member



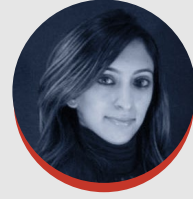
MUHAMMAD VIRK
Member



NEERJA BHANDARI
Member



DIPIN DHINGRA
Member



NOORBAGUM JINAH
Member



BHAWNA VASUDEV
Member

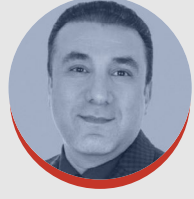
QUEBEC CHAPTER



KATHY PELLERIN
Chair



CHRISTOPHER WILLIS
Member



HAMID REZA HASSANI
Member



TIM MORSON
Member



VALENTINA ARTEMIEVA
Member



TARYN RAHMAN
Member

CAPIC SERVICES



With the support of CAPIC members and leadership of its governing group, in the last decade, CAPIC Connect became a stellar membership platform - a place to learn, connect, and grow professionally.

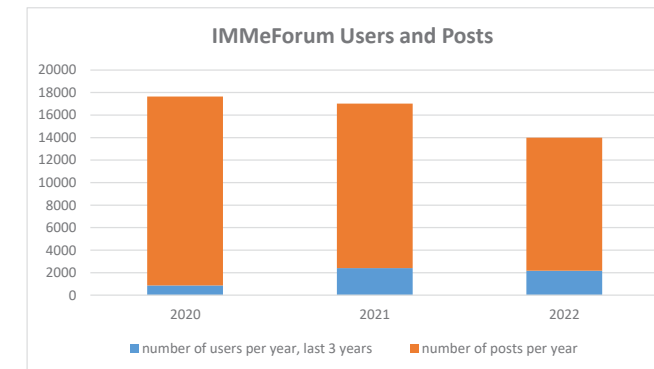
Now, with the launch of a new version of our member platform, CAPIC Connect will become even easier to use, more intuitive, and fun.

New Technologies:

- The programming framework has been upgraded to Microsoft's cross-platform framework that can switch easily between multiple operating systems including Windows, Linux, and MacOS. Since CAPIC is working on building a robust technology infrastructure for consultants, this framework will ensure that all the applications on all types of devices and technologies connect seamlessly. This includes mobile, desktop, web, cloud, internet of things (IoT), machine learning, and artificial intelligence-based apps.
- The front-end screens of the new CRM are upgraded to use the latest styling framework for building fully responsive, mobile first websites that cover many more device types.
- The usernames and passwords are now protected with Microsoft's inbuilt identity system. It includes one way password hashing, password validations, secure user storage and two-factor authentication.
- The user interface design is improved and looks brighter and easier to navigate.
- The firewalls are upgraded, and new spam control features are in place now.
- The SSL certificates are re-implemented using Microsoft's own certificates and the encryption is upgraded with 2048-256 bits.



IMMeForum is the largest online professional forum in the immigration industry, featuring daily immigration news, case referrals, and guidance from seasoned CAPIC members. Interact with more than 4400 experienced immigration consultants for professional tips. Past forum topics are easily searchable, which makes it an information library with real-life cases discussed and solutions found!



IMMeCentre is the largest online library of its kind in the industry and contains valuable information on government officials, case studies, recent policy changes, and insight reports. It contains four modules –CAPIC articles, Knowledge Cloud and Education Corner (with archived seminars from the last two years). Easy searchable, accessible through your CAPIC Connect account anytime – there is no excuse anymore not to become an expert in your area in a short time!



IMMeFile is the most affordable and complete client management application tool in the industry. It allows you to automate and manage the minutiae of your business, from cases and applications to client correspondence. Each new member receives a 90-days free trial. Subscription packages available on a quarterly or annual basis.

IMMeFile features: file management (contacts & applicants, IRCC forms & documents, notes, accounts, client intake forms); automatic emails; automatic file updates; automatic payment plans; tasks and reminders; assessments/prospect management; time tracking; customizable interface to reflect your brand; security exceeding industry's standards, IMMeFile mail server (NEW).



Our member-driven MyConsultant.ca (MC) project offers CAPIC members access to global markets through online promotion. Introduced in March 2018, the MC platform is designed to connect CAPIC members with citizenship and immigration seekers globally. The platform saw over 506,000 visits and over 270,000 visitors in 2022. It serves as a promotional tool to drive traffic to participating members'

MC profiles. It is also a practical testing tool for non-participating members, showing them the list of services, descriptions, locations, etc. that may help them veer in a better direction of their practices.

MC's level-based services offer the flexibility that immigration and citizenship consultants need to expand their practices globally. Three levels of subscription and the option to sign up for a month or a year allows participating members to test-run the platform and change their subscription at any time. Level 1 subscription is FREE, so we highly recommend our members activating their MC profile. Though Level 2 and 3 are paid subscriptions, each option comes with a free period of up to 3 months. The annual fee of \$400.00 applies to the top-level 3 members, including maximum exposure in a digital web banner all on its own at the top of the homepage of MC, in addition to the 3 months of free services – the marketing value available exclusively to level 3 members.

MC also hosts a successful YouTube show that garnered over 574,902 views in 2022 and a newly launched podcast. This year, to further enhance the site performance of MC, we implemented the following features:

- Resources separation from CAPIC Connect to add a security layer to CAPIC data.
- A new CMS with GUI oriented interface to enhance content delivery.
- A new module to detect and reduce spams in the forum to rejuvenate the forum.



EDUCATION PARTNER™ SYMPOSIUM

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™ PROGRAM

Introduced by CAPIC, the EPP aims to connect CAPIC members with eligible Designated Learning Institutes (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, in turn, forwards this commission in full to eligible members (provided agreements on both sides have been signed). As a non-profit organization, CAPIC does not intend to earn a profit through this program.

THE BEST PART OF EPP IS THAT IT BENEFITS ALL PARTIES INVOLVED

- RCICs earn valuable commission
- DLIs increase their international student enrolment numbers
- CAPIC can offer yet another premium service to its members
- Students gain access to the most ethical and transparent advice

As the intermediary, CAPIC takes care of any administrative work and fees involved in arranging agreements between members and DLIs. Furthermore, we will create an interface where members can upload documents to be forwarded to the institutions, thereby ensuring that DLIs receive communication requests/applications in an efficient and orderly manner.

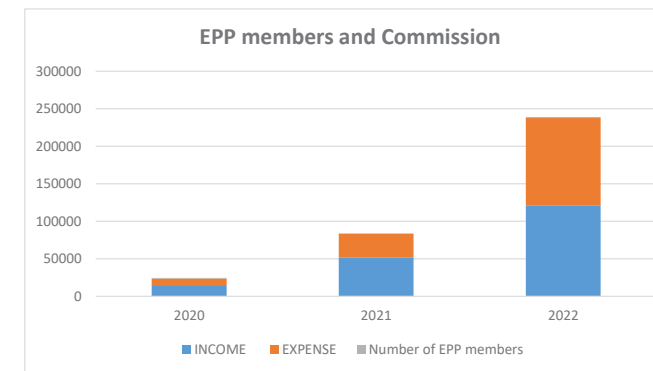
The EPP Team was able to increase the list of DLI partnerships and is now at 47 DLIs. We can expect more partnerships between CAPIC and DLIs within this fiscal year.

In 2022, we saw an increase at all levels:

- The number of participating members for EPP as of today has increased year over year and is now at 1314 since the introduction of the program in 2018.
- The commissions paid to the EPP members keep increasing year by year:
 - 2022: 116,892.15
 - 2021: 31,105.86
 - 2020: 10,159.72
 - 2019: 9,103.43
- The amount of student profiles by the end of 2022 increased tremendously.

The EPP team is working diligently for EPP members to increase their bottom line through a different commission

structure for each DLI. EPP members also benefit from a low-cost administrative fee of a maximum amount of \$250. The EPP team is in line with the upcoming improvement of its portal. These changes have one goal in mind—to facilitate the admission process and to improve the productivity of EPP members



The National Citizenship and Immigration Conference is the flagship educational and networking experience in the immigration sector. Listen to the top immigration experts speak, network with your peers, and grow as a professional. Over 16 CPD hours can be gained over two days of learning and engagement. With input from key stakeholders, and leading specialists, attendees take away a plethora of information. The beloved Chair's Gala remains a place to connect and spend time together, while acknowledging the contribution of many. The 2022 theme was Commitment to Excellence: Strategies and Solutions to Success! We look forward to 2023 NCIC in Winnipeg!

REVIEW AND SUMMARY OF FOUNDATIONAL CONCEPTS - PREP

This intensive 10-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 include interactive lecture-style presentations, sample questions, and ample time for discussion.

GROUP INSURANCE

Members can access exclusive special rates for health and dental insurance and group benefits coverage through The Shepherd Group, a CAPIC Partner. Home and auto insurance coming soon.



CAPIC strives to ensure that each member's Continuing Professional Development (CPD) needs are met. Its education program offers nearly 100 hours on a yearly basis, through a series of seminars, workshops and other types of sessions. These sessions are in a variety of styles from lecture, panel, and hands on learning, with the goal of ensuring that knowledge gained, and practical tips are gained. The popular \$1.00 Seminar Bundle program includes between 50-60 CPP hours on a variety of wide-ranging topics geared to both the new and seasoned practitioners. 2022 saw a return to in-person events in various regions across the country, along with a robust list of virtual events. All events are recorded so that CAPIC members can access these events year around. Networking remains a crucial aspect of CAPIC events where connections are built, and opportunities are made! 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
- New education series including: CAPIC CAFE, What Now and Summit Series.

CAPIC maintains a video library through its "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," "CAPIC CAFE" networking sessions and a national conference, while students of immigration consulting programs are welcome at educational events.

In 2017, CAPIC launched its "Full Skills Exam Preparation Course," an intensive 35-hour preparatory course to assist students taking the CICC licensing exam. This course continues to be offered on a regular basis and was recently rebranded as Foundations Summary and Review Course. Added to the roster is the new IRB-RCIC prep course! Take part in our education programming to continue to grow and learn as a practitioner!

SURETY BOND

CAPIC offers a special surety bond service to members who practice in Alberta, British Columbia, Nova Scotia, and Saskatchewan. The surety bond is an acceptable alternative to the financial security required by these provinces.

CAPIC STAFF



+ DORY JADE
■ Chief Executive Officer



+ MONICA O'BRIEN
■ Education Manager



+ MONICA POON
■ Operations Manager



+ ALEX CHENG
■ Technical Support Coordinator



+ SARAH OSTAPCHUK
■ Assistant Communications Coordinator

ANNA LOGINOVA +
Membership Coordinator ■

HUI ZHANG +
Communications Coordinator ■

CHRISTNA STUBBS +
Assistant Communications Coordinator ■

TINA BATRA +
News Coordinator ■



+ CORBIN PETER
■ Assistant Events Coordinator



+ ZIAAD GHANTOUS
■ Business Development Coordinator



+ TISHINA THOMPSON
■ News Coordinator



+ GABRIEL KHOUEIRY
■ French Content Writer

FIONA LOBO +
Marketing Specialist ■

LUCIA HAGGART +
Event Manager ■

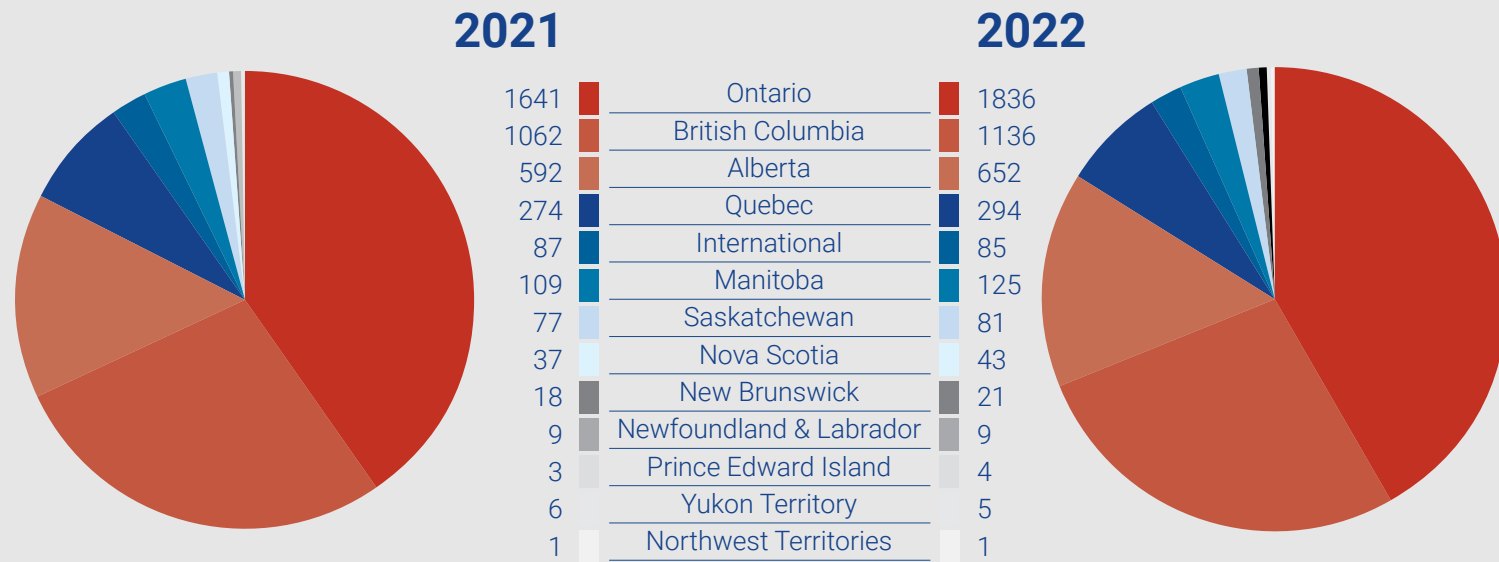
MEENAL GOLE +
Corporate Secretary ■

SHELLY XU +
Accounting Bookkeeper ■

LESLI GRIESBACH +
Administrative Assistant ■

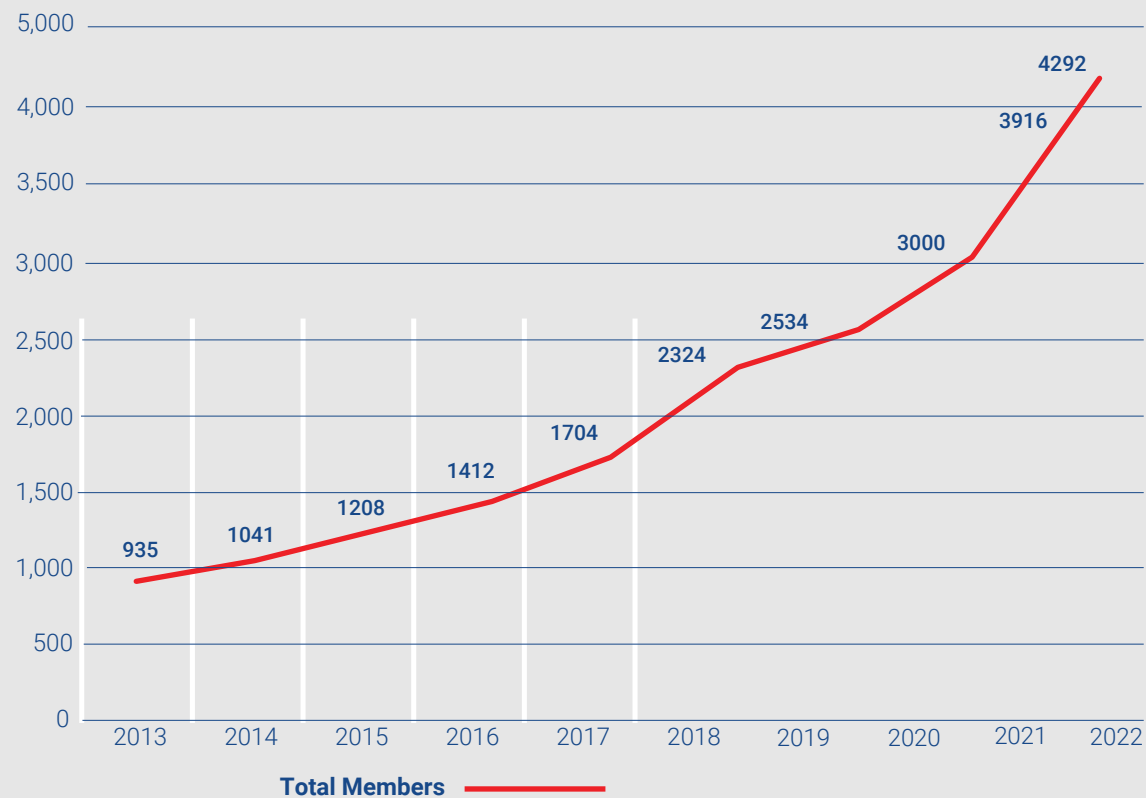


MEMBERSHIP STATISTICS


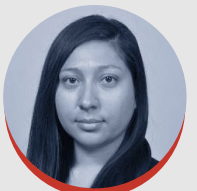







MEMBERSHIP GROWTH

2013 - 2022



SME VOLUNTEERS

 MARTINE VAREKAMP-BOS	 AVNI MARFATIA	 MARJORIE NEWMAN	 MANPRIT AUJLA-GREWAL	 RUPALI GULATI	 JOSEPH ZAKHOUR
 NEERA AGNIHOTRI	 MIHAELA KEREZOVA	 CHARLEMAGNE MFERA	 TIFFANY CHI	 LISA DE LEON	 TIM MORSON
 PETER VERESS	 SYLVIE GONIN	 KATHY PELLERIN	 JEAN TOEWS	 LOUISE WILLIS	 ALEX NING
 KIM LY	 PHIL MOONEY	 NEERA AGNIHOTRI	 CHRIS DAW	 VILMA FILICI	 ROSANNE STEINKE
 CHITRA BHATIA	 PRATEEK BABBAR	PICTURE UNAVAILABLE:			
		AILEEN FARROL	SHAISTA AMJAD		
		CHRIS WILLIS	INGRID BEEN-REUVKAM		
		ZARINA SULTANOVA	LUCIA CARDOSO		
		LAURIE PARRIS	SYLVIA BENDO		

CAPIC appreciates and recognizes valued Subject Matter Experts (SMEs) for the generous sharing of their expertise, time, and knowledge. A heartfelt thank-you to all of our SMEs. Thank you to all CAPIC members for replying to numerous "Have Your Says." Your input is always invaluable.



**Canadian Association of
Professional Immigration Consultants**

**Association Canadienne des
Conseillers Professionnels en Immigration**

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Toronto, ON M5C 1C4

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