

2023 ANNUAL REPORT

Canadian Association of
Professional Immigration Consultants

Association Canadienne des
Conseillers Professionnels en Immigration



www.capic.ca

2 TABLE OF CONTENTS

03 MISSION & VALUES

04 CHAIR REPORT

06 CEO REPORT

08 BOARD OF DIRECTORS

09 PAST CHAIR COUNCIL

10 GOVERNANCE & NOMINATION COMMITTEE

11 AUDIT & FINANCE COMMITTEE

13 HUMAN RESOURCES & COMPENSATION COMMITTEE

15 MEMBERSHIP SERVICES COMMITTEE

17 EDUCATION & TRAINING COMMITTEE

19 LOBBYING COMMITTEE

21 POLICY COMMITTEE

23 NATIONAL CITIZENSHIP AND IMMIGRATION
CONFERENCE (NCIC)

25 IVOR CARVAHLO AWARD

26 VOLUNTEER AWARDS

28 AWARD OF ACADEMIC EXCELLENCE

29 CAPIC SERVICES

32 CAPIC STAFF

34 MEMBERSHIP STATISTICS & GROWTH

35 THANK YOU - SME VOLUNTEERS



3 MISSION

CAPIC leads, connects, protects and develops the profession, serving the best interest of its members.

VISION

CAPIC will be the sole voice for RCICs, shaping policy, setting high standards and enhancing professional recognition through innovation, technology, and advocacy.



VALUES

RESPECT:

We value all individuals and treat them with courtesy

PROFESSIONALISM:

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

A POSITIVE, INSPIRING AND CREATIVE ENVIRONMENT:

We are passionate and determined in our work, and use positive thinking and creative problem solving skills

INTEGRITY:

We conduct ourselves ethically with honesty and fairness in all actions and decisions

TRANSPARENT AND ACCOUNTABLE:

We provide to our members, CAPIC guidelines, policies, and important decisions on our website, and are responsive to relevant member information needs

MEMBER VALUE CREATION:

We assist members in becoming high-performance professionals by providing appropriate services and education, networking opportunities and mentorship skills

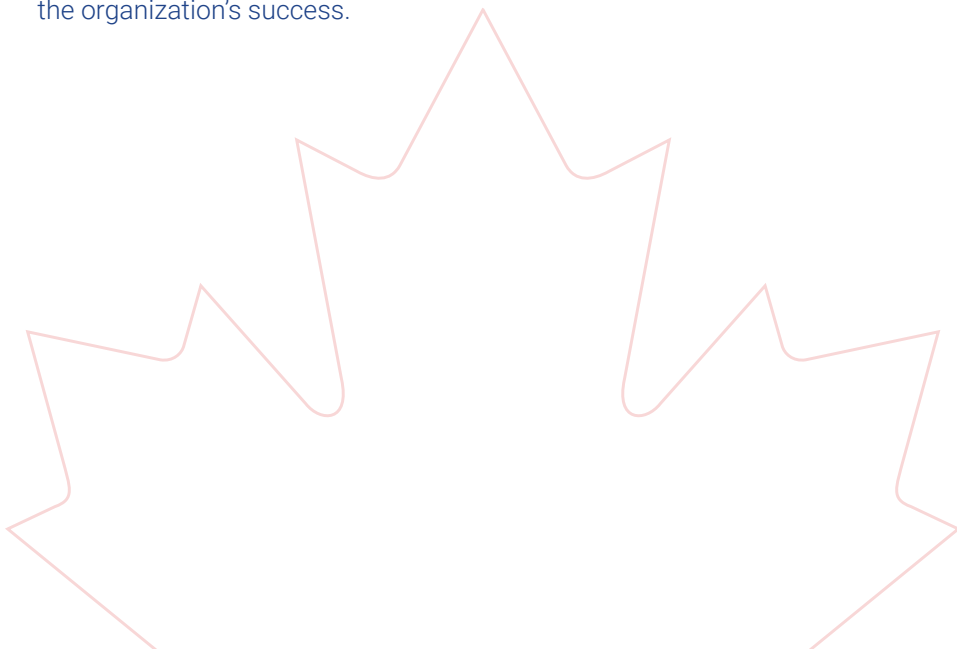
CHAIR REPORT



I am delighted to present the Chair's report for 2023, a year marked by CAPIC's significant achievements and the laying down of a strategic roadmap for the future. We began the year with a robust membership of 4,292, which included 4,148 registered members. Over the course of the year, we successfully processed 540 membership applications, bringing our total membership to 4,391 by the end of the year. This growth highlights CAPIC's dedication to offering our members unparalleled networking, education, and communication opportunities.

The Board held 10 meetings throughout the year to ensure strategic oversight and effective decision-making for the organization. These meetings focused on the operational aspects of the organization, the review of management reports for transparency, and the governance by the Directors. Moreover, Directors engaged in Corporate Governance Training to strengthen the effectiveness of the Board.

A pivotal moment in 2023 was the Board's and CAPIC staff's dedication to strategic planning over six months, aimed at refining our goals and strategies. Additionally, the Board maintained a Risk Registry to proactively address and manage potential challenges, further solidifying our commitment to the organization's success.



November 2023 saw the approval of the 2024-2026 Strategic Plan, with the CAPIC Board setting a visionary direction for the coming years. This plan aims to maintain CAPIC's leadership as an advocate and representative for our members across all fronts.

I extend my deepest gratitude to every Board and Committee member for their invaluable contributions of time, knowledge, and commitment. My thanks also go out to the CAPIC staff, whose dedication has been pivotal in our accomplishments. I also wish to express my appreciation to our dedicated members. Embodying the theme, "By the Members, For the Members," it is your support that has propelled our association to its current level of success and recognition. As we look towards 2024, we are eager to bring the Strategic Plan to fruition, continuing our journey towards enhancing the association's value and impact. .

KATHY PELLERIN
Chair, HRCC Chair

"A pivotal moment

in 2023 was the Board's and CAPIC staff's dedication to strategic planning over six months, aimed at refining our goals and strategies. Additionally, the Board maintained a Risk Registry to proactively address and manage potential challenges, further solidifying our commitment to the organization's success."



CEO REPORT

As we reflect on the opportunities and accomplishments of 2023, we are energized by the prospects that 2024 holds for Immigration Professionals. At CAPIC, our commitment to advocating for our members and enhancing their professional development remains unwavering.

Key Achievements and Milestones:

- In 2023, CAPIC intensified its lobbying efforts, amplifying the voices of immigration professionals in crucial government dialogues.
- We curated high-quality educational experiences, offering nearly 100 CPD hours through a diverse range of seminars, workshops, and summits, all available in both official languages.
- The 2023 National Citizenship and Immigration Conference (NCIC) in Winnipeg, themed “Next Gen: Immigration Technology and Representation,” saw a record attendance of over six hundred participants. Attendees gained invaluable knowledge and networking opportunities.
- Our events calendar was bustling with in-person sessions across Canada, culminating in a successful year-end wrap in Ottawa and Montreal, featuring appearances from key government representatives.
- The Summit Series provided a platform for engaging discussions on topics such as the Canadian dream and Smalltown Immigration.
- Our ongoing initiatives, including the CAPIC Cafe Series and prep sessions for licensing exams, continued to foster networking and professional growth.
- We launched “Soundbites of Immigration Success,” a podcast series featuring CAPIC members sharing their stories and insights, further enriching our community.

Partnerships and Sponsorships:

- We express our gratitude to our sponsors and partners for their continued support. Our partnership with Scotiabank was celebrated with a successful cocktail reception in Montreal.



Education and Communication:

- Our education team continued to raise the bar with unparalleled standards, ensuring our members are equipped to serve their clients effectively.
- The launch of IMMLegal, a publication focusing on immigration law, and IMMSupport, an e-blast for students and new consultants, exemplify our commitment to providing resources and guidance to our community.
- We encourage all members to explore our offerings, including the My Consultant Show on YouTube, IMMForum, IMMFile, and IMMCentre.

Vision for 2024:

- CAPIC is embarking on a new vision in 2024, aiming to become a high-performance association centered on digital leadership. We aspire to be the point of reference for virtual and in-person professional development, representing a significant majority of immigration and citizenship consultants.
- Our mission remains steadfast: to promote and protect the integrity of the profession and the immigration system, while serving as a powerful voice for consultants in Canada.

In closing, I extend my deepest appreciation to our members, sponsors, dedicated staff, and volunteers for their unwavering support and commitment. Together, let us embrace the opportunities that 2024 presents and strive for further success.

DORY JADE
CEO, CAPIC



“CAPIC is embarking

on a new vision in 2024, aiming to become a high-performance association centered on digital leadership. We aspire to be the point of reference for virtual and in-person professional development, representing a significant majority of immigration and citizenship consultants.”



BOARD OF DIRECTORS



KATHY PELLERIN
Chair
Human Resources &
Compensation Committee Chair
9 Board meetings



PRATEEK BABBAR
Vice Chair
Policy Committee Chair
9 Board meetings



NAMITA DASS
Secretary
Governance and Nomination
Committee Chair
Audit & Finance Committee Vice Chair
8 Board meetings



CHITRA BHATIA
Treasurer
Audit & Finance Committee
Chair
7 Board meetings



BURCU AKYOL
Education & Training
Committee Chair
Human Resources and
Compensation Committee
Vice Chair
4 Board meetings



MARJORIE NEWMAN
Education and Training
Committee Vice Chair
Lobbying Committee Vice Chair
5 Board meetings



CARMAN GOSSELEIN
Membership Services Committee
Vice Chair
7 Board meetings



LAURIE PARRIS
Lobbying Committee Chair
Governance and Nomination
Committee Vice Chair
5 Board meetings



RALPH GUERRA
Membership Services
Committee Chair
Policy Committee Vice Chair
3 Board meetings

PAST CHAIR COUNCIL



AVNI MARFATIA



JEFF HEMLIN



GERD DAMITZ



PHIL MOONEY



DONALD IGBOKWE



RON MCKAY



DORY JADE



WARREN LLOYD



LULWA AL HIDIQ



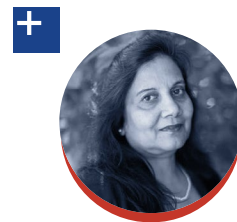
GOVERNANCE AND NOMINATION COMMITTEE

The Governance and Nomination Committee (GNC) experienced a productive beginning to 2023. Our team, composed of diligent volunteers, dedicates itself to serving CAPIC through the examination of bylaws, policies, charters, and mandates. The committee's efforts are pivotal in ensuring the legal integrity, consistency, and pertinence of CAPIC's operations, always securing legal counsel and Board endorsements for their proposals. In 2023, The GNC completed a variety of accomplishments such as revising CAPIC By-laws, conducting a thorough review of the policies, charters, and mandates of all committees, exploring strategies for acknowledging the contributions of CAPIC volunteers, and recommending the removal or substitution of volunteers due to inactivity, policy violations or role changes. The committee similarly assured the adherence to all CAPIC By-laws and policies, evaluated the nomination applications and selection of qualified candidates for Board

positions in line with GNC eligibility criteria, coordinated on workplans and assignment of responsibilities to comply with quarterly objectives, among others.

Looking ahead to 2024, the GNC plans to convene four times to execute its agenda in alignment with CAPIC's 2024-2026 Strategic Plan. Anticipated policy revisions will provide CAPIC volunteers with opportunities to contribute under the updated guidelines and bylaws. The GNC remains committed to collaborating closely with CAPIC management and the Board to achieve tasks that reflect CAPIC's vision and mission.

NAMITA DASS
Governance and Nomination
Committee Chair



NAMITA DASS
Governance
and Nomination
Committee Chair



LAURIE PARRIS
Vice Chair



AMALSINGH BADAL
Member



MINHAS ALI
Member



SUNIL SHARMA
Member



MALINI SENGUPTA
Member



BEN ZHAOBIN LIU
Member



FESTUS OMOIATE
Member



SHARMILA PERERA
Member



VALENTINA ARTEMIEVA
Member

AUDIT AND FINANCE COMMITTEE

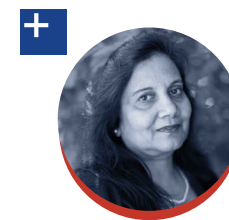
2023 was a challenging financial year for CAPIC, due to various external factors, specifically, inflation. However, as an organization, we were still able to exit the year free of debt and eager to grow and improve in 2024. The Audit and Finance Committee (AFC) held various meetings during the year and worked diligently to strategize ways to maintain CAPIC's positive financial standing amidst the shifting financial tides. The Committee worked with Management to review and recommend approval of the annual financial statements to the Board, ensure that the financial viability of CAPIC was maintained by scrutinizing the budget, addressing inflation, and ensuring cost-effective measures were adopted, among others. The AFC also worked diligently during each committee meeting to ensure that internal policies and procedures were annually reviewed, and diversification of funding resources was in place. The Committee likewise discussed CAPIC's financial strategy and objectives in relation to the annual budget and the strategic priorities for the budgeting period.

2023 was a demanding, yet overall productive year for the AFC. As Chair, I am thankful to CAPIC for allowing me the privilege of serving as the Audit and Finance Committee Chair. I am also grateful to my fellow Committee members for their diligence and commitment as we work together to uphold CAPIC's financial affairs. Although 2023 was a challenging year, I am looking forward to a productive, and successful 2024.

CHITRA BHATIA
Audit and Finance Committee Chair



CHITRA BHATIA
Chair



NAMITA DASS
Vice Chair



PRATEEK BABBAR
Member



CARMAN GOSSELIN
Member

“2023 was a challenging

financial year for CAPIC, due to various external factors, specifically, inflation. However, as an organization, we were still able to exit the year free of debt and eager to grow and improve in 2024.”



“HRCC will continue

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



HUMAN RESOURCES AND COMPENSATION COMMITTEE

As Chair of the Board of CAPIC chairs HRCC, in accordance with its Charter and Mandate, the Human Resources and Compensation Committee (HRCC) is submitting its annual report for the year ended December 31, 2023.

Over the past year, 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.

Highlights of the committee's work this year includes:

- Reviewed Directors' Skills Matrix and identified skills that CAPIC needs to help focus on Director recruitment process.
- Reviewed CEO Short- and long-term succession plan.
- Oversaw new CAPIC organizational chart.
- Reviewed CAPIC Human Resources Management Policy to ensure compliance with Canadian laws and best practices.

- Reviewed Human Resources Policy and considered gender equality in terms of pay.
- Worked closely with the Governance and Nominations Committee on volunteer recruitment including the call for election and volunteers.
- Ensured that the CEO performance appraisal was in accordance with strategic objectives set.
- Research has been presented to CEO on HR CRM module options for CAPIC connect.

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

KATHY PELLERIN
Human Resources and Compensation Committee Chair



KATHY PELLERIN
Chair



BURCU AKYOL
Vice Chair



LAURIE PARRIS
Member



CHITRA BHATIA
Member

MEMBERSHIP SERVICES COMMITTEE

2023 was a pivotal and challenging year for CAPIC Membership. At the beginning of 2023, our membership stood at 4,292, including 4,148 registered members. Throughout the year, we received and finalized 540 membership applications, culminating in a total membership of 4,391 by year's end. Of this total, 4,224 were registered members, representing 37% of all Regulated Canadian Citizenship and Immigration Consultants (as of June 2022).

The Membership Services Committee convened four times during the year, achieving significant milestones, including:

- Streamlining and enhancing CAPIC's new member onboarding process through live webinars, instructional videos, and the implementation of automated processes in CAPIC Connect 2.0.
- Establishing the Student Member Working Group to forge a leadership pathway for new members.

- Further strengthening our relationship with the management team and instructors of the Queen's University program.
- Providing strategic guidance on enhancing recruitment efforts for prospective members.

The contributions of the Membership Services Committee have been instrumental in shaping the CAPIC 2024 - 2026 Strategic Plan. Embracing change is never straightforward, but the committee is proud to have taken a leading role in steering the association's transformation over the next three years. Our collective efforts underscore our commitment to excellence and the continued growth of our association.

RALPH GUERRA
Membership and Services Committee Chair



RALPH GUERRA
Chair



CARMAN GOSSELIN
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, 2023



PROVINCE	REGISTERED			HONORARY	ASSOCIATE			STUDENT	TOTAL
	Regular	Gold	Total		Regular	Gold	Total		
Alberta	541	112	653	0	2	0	2	21	676
British Columbia	945	184	1129	3	1	0	1	23	1156
Manitoba	94	27	121	0	1	1	2	4	127
New Brunswick	22	4	26	0	0	0	0	1	27
Newfoundland & Labrador	8	3	11	0	1	0	1	2	14
Northwest Territories	1	1	2	0	0	0	0	0	2
Nova Scotia	45	5	50	0	0	0	0	5	55
Nunavut	0	0	0	0	0	0	0	0	0
Ontario	1508	286	1794	12	10	5	15	51	1872
Prince Edward Island	2	2	4	0	0	0	0	0	4
Quebec	225	45	270	2	4	0	4	7	283
Saskatchewan	61	20	81	0	0	0	0	8	89
Yukon	5	0	5	0	0	0	0	0	5
Overseas	68	17	85	0	2	0	2	1	88
TOTAL	3519	705	4224	17	21	6	27	123	4391

EDUCATION AND TRAINING COMMITTEE

6
6 CAPIC CAFES AND
6 IN-PERSON LUNCH
AND LEARNS

68
EDUCATION
EVENTS

80
CPD HOURS

2023 was a busy year for the E and T committee, meeting five times in the governance year, with the mandate of shepherding the education and training program for the organization. A highly engaged set of volunteers, the Committee provided a framework of collaboration with supportive oversight and incredible brainstorming. In 2023 the Committee sought to ensure that CPD learning was focused on specific target audiences – for newer consultants – “What now” “Essential Skills” and “Getting Down to Business” learning series were created to promote learning and growth, in both the immigration domain and business support. 2023 also saw the evolution of the Summit Series, elevated sessions for those more seasoned in the profession. Topics ranged from Small Town immigration, Is Canada still the dream destination, and ATIPS, Chinook and Reconsiderations. The Committee saw the need for a balanced Seminar Bundle program that could cater to the various needs of CAPIC members, and 2023 offerings included 60 CPD hours and 26 seminar events, most offered in English, with up to 16 hours offered in French.

The Committee recognized the changing face of the profession and the often-preferred access for remote learning but also understood the perspective of having in person sessions where learning and networking thrive. In person

events were held in Vancouver, Edmonton, Calgary, Montreal, Toronto, and Halifax where CAPIC members mixed, mingled, and learned together. It was truly coast to coast!

More than 50 speakers were on the CAPIC podium as part of regular CPD programming. Consultants, lawyers, and industry speakers shared their knowledge and expertise in a variety of areas. There were many new names in 2023, with the Committee empowering operational staff to continue to seek a variety of perspectives and experience. The committee heartily thanks CAPIC’s regular roster of presenters and welcomes those who were new to the podium.

With so many events it’s difficult to point to some because all offered something valuable. The year began with CAPIC and CICC offering a joint session – Let’s talk Regulator Role and a Session on Ethics. This session was also later presented to our French members live in person! CBSA, IRCC, ESDC and MIFI participated in several events, nearly all in person and provided insight. Nova Scotia PNP attended our “CAPIC Kitchen Party” in Halifax where CAPIC also welcomed new speakers to the podium. Other popular sessions included LMIA- A Practical Seminar, Professionalism and the Code, Setting Fees, Explore the World of R205, and Policy Updates!

Prep courses were part of the docket in 2023, with the IRB Prep course being offered 3 times, with fantastic feedback from those participating. Next gen soon to be RCICs opted for the EPE Prep Course, offered in a long 40-hour format or brain blaster 12-hour prep.

The Committee understands that learning and growth is not necessarily all CPD, and that personal connection and networking is just as important. 2023 included 6 CAPIC Cafes – closed online networking sessions and 6 in person lunch and learns in a variety of regions – sessions geared to connect, share, learn and grow – safe spaces to ask questions. These sessions are interwoven into regular CPD programming so that CAPIC members have opportunities beyond to connect.

The Committee saw the need for a balanced Seminar Bundle program that could cater to the various needs of CAPIC members, and 2023 offerings included 60 CPD SEMINAR BUNDLE hours and 26 seminar events, most offered in English, with up to 16 hours offered in French.

Exclusive of the NCIC, CAPIC offered 68 events and nearly 80 CPD hours from the Seminar Bundle, workshops, various learning series, in person sessions, and so much more. The Committee takes their mandate seriously and believes in a strong education and training program, that will provide learning, information, and support to CAPIC members. Their insight and diligence persisted throughout the year as the Committee work plan was reviewed and tasks undertaken. A sincere thank you to Committee members, volunteers, and operational staff for their hard work throughout the year, and striving to create a positive, inspiring, informative learning environment.

BURCU AKYOL
Education and Training
Committee Chair



BURCU AKYOL
Chair



MARJORIE NEWMAN
Vice Chair



SARAH LAUREN HEIDT
Member



VALENTINA ARTEMIEVA
Member



YASSINE EL BAHOULI
Member



TAMMY GRIFFIN
Member



TARYN RAHMAN
Member



NEELU KANG
Member



YANA TASHEVA
Member



MARJORIE NEWMAN
Vice Chair



ELLEN YACHNIN
Member



BROOKE FINLAY
Member



CHRISTOPHER WILLIS
Member



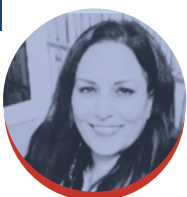
MUHAMMAD VIRK
Member



RUPALI GULATI
Member



MEREDITH LENT-HUNCHAK
Member



HEM DUTTA
Member



JEAN TOEWS
Member



NEERA AGNIHOTRI
Member



NEERJA BHANDARI
Member



MARTINE VAREKAMP-BOS
Member

LOBBYING COMMITTEE

As one of CAPIC's pillars, the Lobbying Committee continues to represent the best interests of CAPIC members and the immigration profession. 2023 was another landmark year in striving to reach identified lobbying goals.

- High level advocacy with written submissions on immigration statutory, regulatory, and policy-related matters
1. March 28, CAPIC's Recommendations for Maintaining the In-Person Citizenship Ceremony as the Main Form to Welcome New Canadians.
 2. April 21, CAPIC Recommendations on the Proposed IRPR Amendment of Automatic Cancellation of Temporary Immigration Documents upon Issuance of a Removal Order.
 3. May 5, CAPIC Recommendations to CICC for the Improvement of the IRB Specialization Program and Mentoring Program.
 4. May 8, CAPIC's Recommendation to Address the Potential Issues of Representation for the OINP Pilot Project.
 5. May 19, CAPIC Recommendations for Examining Division 18, Part 4 of Bill C-47.
 6. July 7, CAPIC Recommendations for Protecting International Students
 7. August 14, CAPIC Submission on the 2023-2025 Immigration Levels Plan
 8. August 16, CAPIC Submission on the issue of misinterpretation of IRPA and IRPR concerning Filipino worker protection.
 9. September 21, CAPIC's Recommendations for Safeguarding the Integrity of the Canadian Immigration

System.
10. December 13, CAPIC's Recommendations for Following IRPA to Optimizing Digital Platform Modernization at IRCC.

- Representation and participation at Parliament Standing Committee Hearings
1. May 18, Bill C-47 – Amendments to the College of Immigration and Citizenship Consultants Act, the Standing Senate Committee on Social Affairs, Science and Technology.
 2. June 21, international student protection, CIMM.
 3. September 19, the Quebec National Assembly as an expert witness for a consultation hearing on the topic of immigration planning to Quebec 2024 to 2027.
- Continued liaison with relevant stakeholders at political and senior levels on various lobbying matters and ongoing project work in accordance with lobbying goals.

A sincere thank you to Lobby Committee Members for their participation, insight and guidance in a year filled with changes on the lobbying front. Thank you for your expertise!

LAURIE PARRIS
Lobbying Committee Chair



LAURIE PARRIS
Chair

“In 2023 the

Lobbying Committee carried out various initiatives, such as keeping contact with high-level immigration stakeholders, namely, CICC, Conservative Party, Ministers, and the Standing Committee on Citizenship and Immigration (CIMM), among others.”



POLICY COMMITTEE

With 5 policy meetings in total including a joint Lobby-Policy meeting in 2023, the Policy committee provided oversight to a robust policy plan that saw over 30 stakeholder meetings with various levels of government and departments. Issues were gathered from "Have Your Says", direct Committee input and from industry itself, as strategy was put in place regarding concerning policy issues.

From direct meetings with stakeholders, submission and letters, and advocacy on the ground, vigorous policy work was conducted. Thank you to committee members for their input and hard work, to CAPIC members for their input and suggestions, and to more than 40 Subject Matter Experts

(SMEs) who provided knowledge and expertise in many ways.

We invite you to visit CAPIC's Advocacy Page and in 2024, we look forward to another productive year!

PRATEEK BABBAR
Policy Committee Chair



PRATEEK BABBAR
Chair



RALPH GUERRA
Vice Chair



BHAWNA VASUDEV
Member



JANET EBERLE
Member



SANCHIT AHUJA
Member



TIM MORSON
Member

“From direct meetings

with stakeholders, submission and letters, and advocacy on the ground, vigorous policy work was conducted. Thank you to committee members for their input and hard work, to CAPIC members for their input and suggestions, and to more than 40 Subject Matter Experts (SMEs) who provided knowledge and expertise in many ways.”



THE NATIONAL CITIZENSHIP AND IMMIGRATION CONFERENCE (NCIC 2023)



The 18th National Citizenship and Immigration Conference took place in Winnipeg Manitoba on June 7, 8, and 9. With a theme of “Next Gen: Immigration, Technology and Representation”, 650 in person and online attendees warmly welcomed industry speakers and subject matter experts, as they gained 18 CPD hours and a plethora of knowledge and tips. Hot topics included “The Business Edge”, “Machine Learning”, “Job Offer Trail”, “Next Gen: Students” and much more, as attendees networked, forged new connections, and created business opportunities. The Chair’s Gala took place at the Canadian Museum of Human Rights, where attendees mingled and celebrated the Ukrainian Canadian Congress of Manitoba, the 2023 recipient of the Ivor Cavallaro award. Volunteers were celebrated and appreciated at the 2023 AGM that was embedded in the 2023 NCIC, as members were updated on matters related to the Association.

Thank you to the NCIC Sub-Committee for their outstanding work in planning, thank you to many volunteers who made it happen on the ground, and a huge shout out to the speakers and experts on the podium. In addition, thank you to our many sponsors who provide support, and a hearty thanks to the operational staff working behind the scenes. The most heartfelt thank you and appreciation goes to CAPIC members who attend in droves, ask questions, network, and together help make the NCIC the most celebrated and engaging immigration conference out there.

See you in Halifax!

NCIC CNI[™]

National Citizenship & Immigration Conference
Conférence nationale sur la citoyenneté et l’immigration

NCIC SUBCOMMITTEE MEMBERS



AVNI MARFATIA
Member



BURCU AKYOL
Member



YASMEEN TYYEBI
Member



NEELU KANG
Member



NAMITA DASS
Chair



NEERA AGNIHOTRI
Member



RUPALI GULATI
Member



PETER VERESS
Member



TAMMY GRIFFIN
Member



MUHAMMAD VIRK
Member



VALENTINA ARTEMIEVA
Member

IVOR CARVALHO AWARD



The Ivor Carvalho Award is given annually to an individual or organization that strives to improve the system in the best interests of immigrants. The award was established in 2013 to honour Ivor Carvalho, who was a CAPIC member and heavily involved in the organization's lobbying efforts. An eloquent writer, a dedicated activist, and the epitome of Canadian values, Ivor Carvalho passed away in 2012.

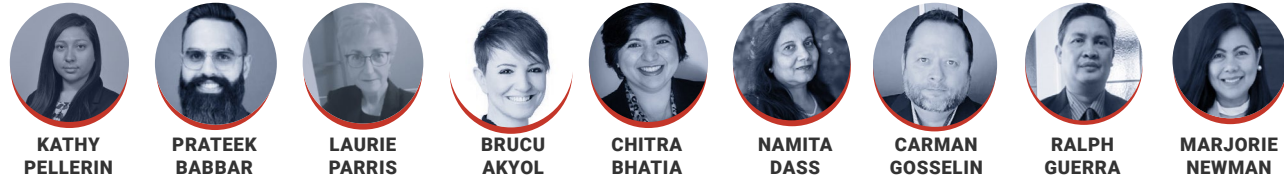
The recipient of the 2023 Ivor Carvalho Award was the Ukrainian Canadian Congress (UCC) of Manitoba, recognized for its unwavering dedication to guiding, organizing, and

advocating for the Ukrainian community in Manitoba.

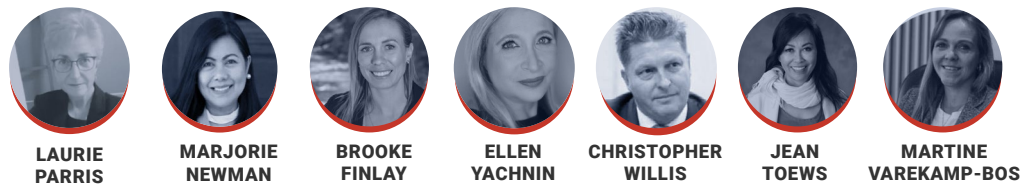
Joan Lewandosky, the President of UCC Manitoba, accepted the award for the organization, expressing: "The Ukrainian Canadian Congress Manitoba Provincial Council is the anchor of the Ukrainian Community in Manitoba. UCC Manitoba is a comprehensive and dynamic organization that serves to preserve, create, and share Ukrainian Canadian character, culture, and aspirations with all Manitobans by creating a strong multicultural and tolerant Province."

VOLUNTEER AWARDS

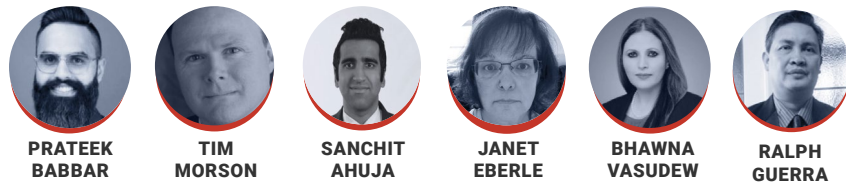
FOR DEDICATION TO THE BOARD



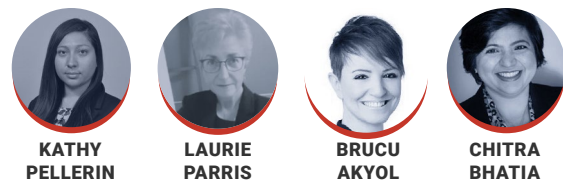
FOR DEDICATION TO THE LOBBYING COMMITTEE



FOR DEDICATION TO THE POLICY COMMITTEE



FOR DEDICATION TO THE HUMAN RESOURCES AND COMPENSATION COMMITTEE



FOR DEDICATION TO THE GOVERNANCE AND NOMINATION COMMITTEE



VOLUNTEER AWARDS

FOR DEDICATION TO THE MEMBERSHIP SERVICES COMMITTEE

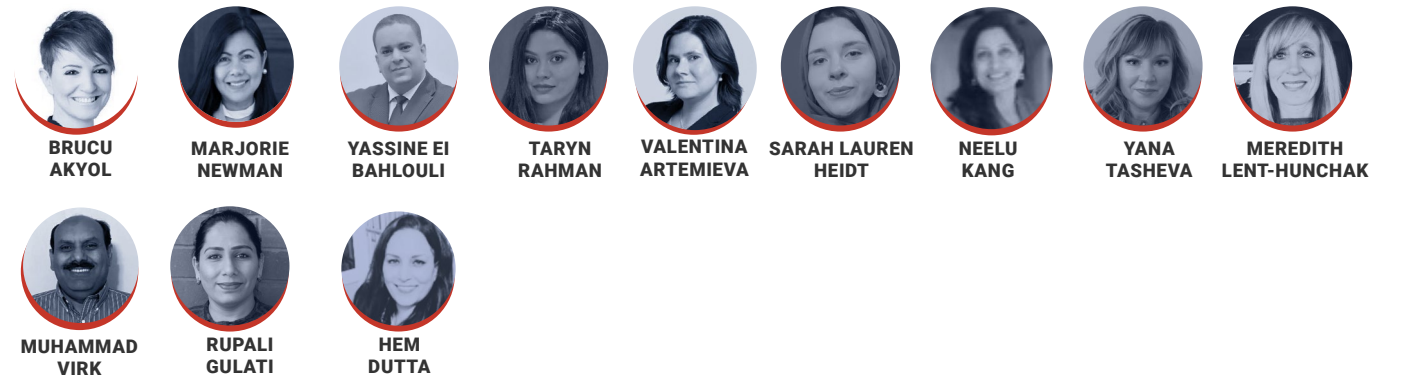


PICTURE UNAVAILABLE:
VAIBHAV SHARMA
JOHN FERNANDO

FOR DEDICATION TO THE AUDIT AND FINANCE COMMITTEE



FOR DEDICATION TO THE EDUCATION AND TRAINING COMMITTEE



FOR OTHER MEMBER SERVICE DEDICATION



FOR DEDICATION TO WORKING GROUPS



PICTURE UNAVAILABLE:
LINDSEY YAO
SHAISTA AMJAD
REET BANGA
CYNTHIA GERMAIN
BABAK EFSAHANI

AWARD OF ACADEMIC EXCELLENCE



**Odessa Sherbaniuk (2023), Sebastian John (2023),
Peri Wong (2022), and Yuanji Sun (2022)**

Congratulations

to Odessa Sherbaniuk and Sebastian John, who were presented CAPIC's Award of Academic Excellence during their graduation ceremony from Queen's University on October 20, 2023. 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 \$1700.

Congratulations!

CAPIC SERVICES

CAPIC CONNECT

With the support of CAPIC members and the leadership of its governing group, CAPIC Connect has evolved into an exceptional membership platform over the last decade. It continues to serve as a valuable space for learning, networking and professional development.

As platform features are continuously developing, CAPIC Connect retains its user-friendly interface, while offering members enhanced intuitiveness and enjoyment.

Current Technologies:

CAPIC implemented cutting-edge upgrades to its technological framework that continues to be put into effect. Among these include the adoption of Microsoft's cross-platform framework, enabling seamless transitions between multiple operating systems such as Windows, Linux and MacOS. This advancement played a crucial role in CAPIC's ongoing efforts to establish a robust technology infrastructure for consultants, ensuring smooth connectivity across all applications on all types of devices such as mobile, desktop, web, cloud, internet of things (IoT), machine learning, and artificial intelligence-based apps.

Enhanced User Interface:

The front-end screens of the new CRM that were revamped in 2022 also continue to facilitate the development of fully responsive, mobile-first websites that cater to a wider range of device types.

Security Measures:

To further enhance security, usernames and passwords continue to be safeguarded using Microsoft's inbuilt identity system, which includes one way password hashing, password validations, secure user storage and two-factor authentication. These measures significantly bolster the security of user accounts. Additional security measures that have been enforced involve upgrading firewalls as well as re-implementing spam control features to sustain enhanced system security and protect against potential threats.

Improved User Experience:

The user interface design that was revamped to enhance usability, continues to yield a brighter, visually appealing, and easier to navigate interface.

Encryption and SSL Certificate Update:

The SSL Certificates have been re-implemented using Microsoft's certificates, and encryption has been upgraded to

2048-256 bits.

French CAPIC Connect 2.0

2023 marked the launch of French CAPIC Connect 2.0, featuring updates tailored for fully bilingual areas. These updates encompassed improvements to login, new user registration, dashboard, member profiles and membership application.



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 4500 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.

IMMeFile subscription is free with CAPIC

Membership. 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.

Upcoming features includes retainer/documents automation; client status adjustability; convert assessment to client option; client status analytics; time entries export.



IMMeJobs was initiated in 2023 to connect our RCIC members to potential employers who need someone specializing in immigration and citizenship on board. It is a project free of charge to both participating employers and CAPIC members.



In 2023, a significant development was the launch of IMMeLegal, a publication designed to discussing current Immigration Law topics to inform RCICs on legal matters. IMMeLegal offers ATIP exclusively done by CAPIC to its members, review of recent legal rulings, insider tips and information, as well as in-depth articles on relevant immigration law topics.



Another important milestone in 2023 was the launch of IMMeSupport, an education blast geared to assist immigration consulting students and those who have just begun their immigration consulting career. IMMeSupport encompasses input from students, new graduates and seasoned practitioners to guide new RCICs.



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 457,662 visits and over 254,29 visitors in 2023. 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 podcast and a successful YouTube show that garnered over 313,800 views and 12,500 subscribers during 2023. This year a newly launched interview series featuring curated interviews with immigration service providers, industry experts, established institutions and more also brought over 11,500 views in 2023.

EDUCATION PARTNER PROGRAM

Our EPP Program has been a valuable part of CAPIC over the years, benefiting not only CAPIC, but many international students as well. While EPP was made available for all members to use, unfortunately, only a very small percentage utilized the program.

Due to circumstances that are beyond the control of the association, CAPIC terminated the program effective February 19, 2024.

We deeply appreciate your support of and faith in CAPIC and the EPP program and thank everyone who was instrumental in making the program a success.

In 2023, we saw an increase at all levels:

The number of participating members for EPP as of today has increased year over year since the introduction of the program in 2018.

The commissions paid to the EPP members keep increasing year by year:

2023: \$205,224.42
 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 2023 increased by 25% versus 2022.



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 2023 theme was Next Gen: Immigration Technology and Representation. We look forward to 2024 NCIC in Halifax!

ENTRY TO PRACTICE REVIEW COURSE - 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. The Shepherd Group has recently added property and automobile insurance beginning with Ontario.



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. 2023 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 Let's Get Down to Business 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 2023, CAPIC released a newly launched podcast series, "Soundbites of Immigration Success" where RCICs can meet their colleagues, hear their stories, challenges, how they tackled them and what motivated them to enter the profession. The podcast series saw 2,521 views in 2023 and will continue to evolve and grow.

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 renamed as the Entry to Practice 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

FULL-TIME



+ DORY JADE
■ Chief Executive Officer

MONICA O'BRIEN +
Education and Stakeholder Engagement Manager ■



+ LUCIA HAGGART
■ Event Manager

ANNA LOGINOVA +
Membership Manager ■



+ HUI ZHANG
■ Policy and Lobbying Research Coordinator

CHRISTNA STUBBS +
Communications Coordinator ■



+ CORBIN PETER
■ Events Coordinator

ESHA NAGPAL +
Corporate Secretary ■



+ FIONA LOBO
■ Marketing Specialist

LESLI GRIESBACH +
HR Coordinator ■



+ SHELLY XU
■ Accounting Bookkeeper

JUSTINA KEWAL +
Assistant Communications Coordinator ■



PART-TIME



+ TISHINA THOMPSON
■ News Coordinator

SOPHIE MINCKE +
French Coordinator ■



+ ZIAAD GHANTOUS
■ Business Development Coordinator

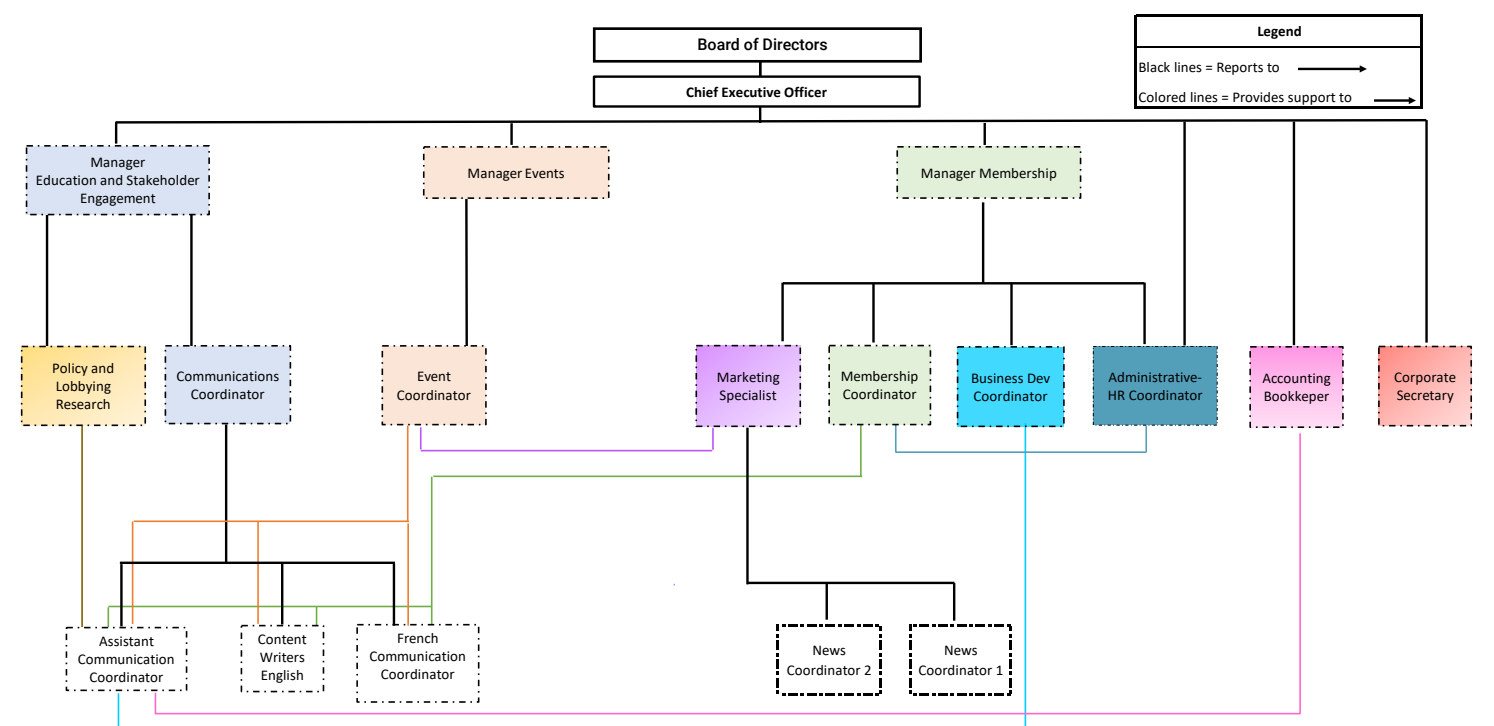
TINA BATRA +
News Coordinator ■



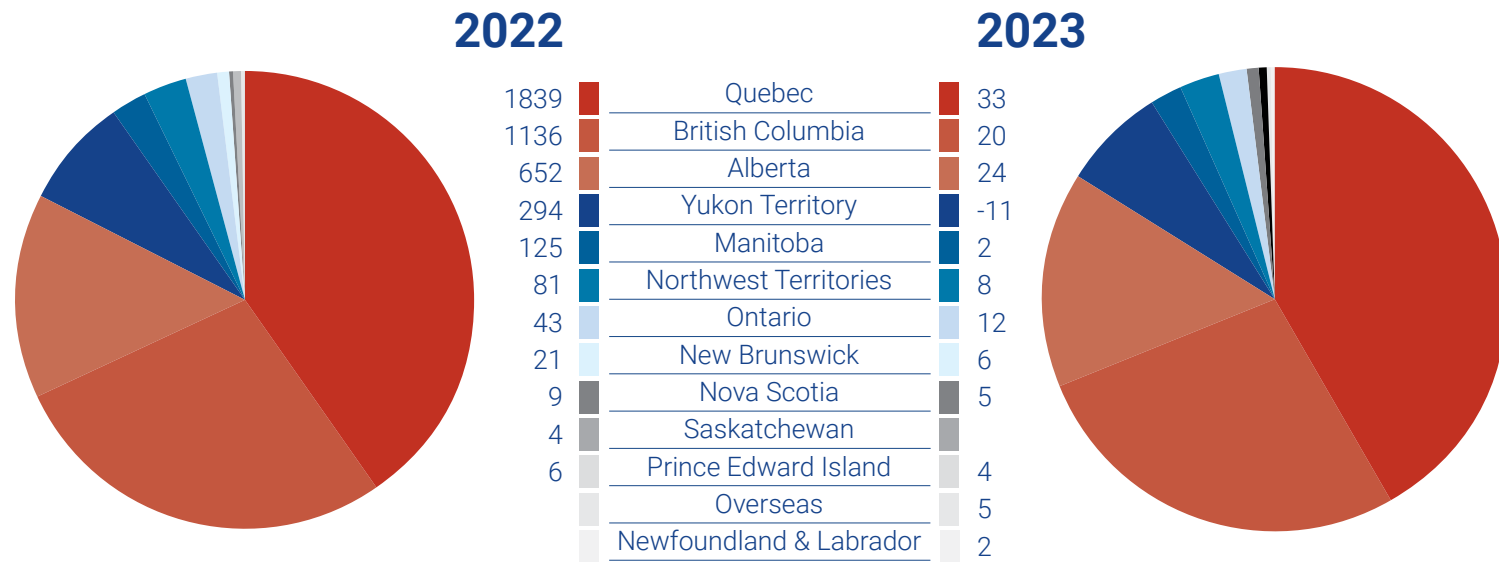
REBECCA AIKMAN +
English Content Writer ■



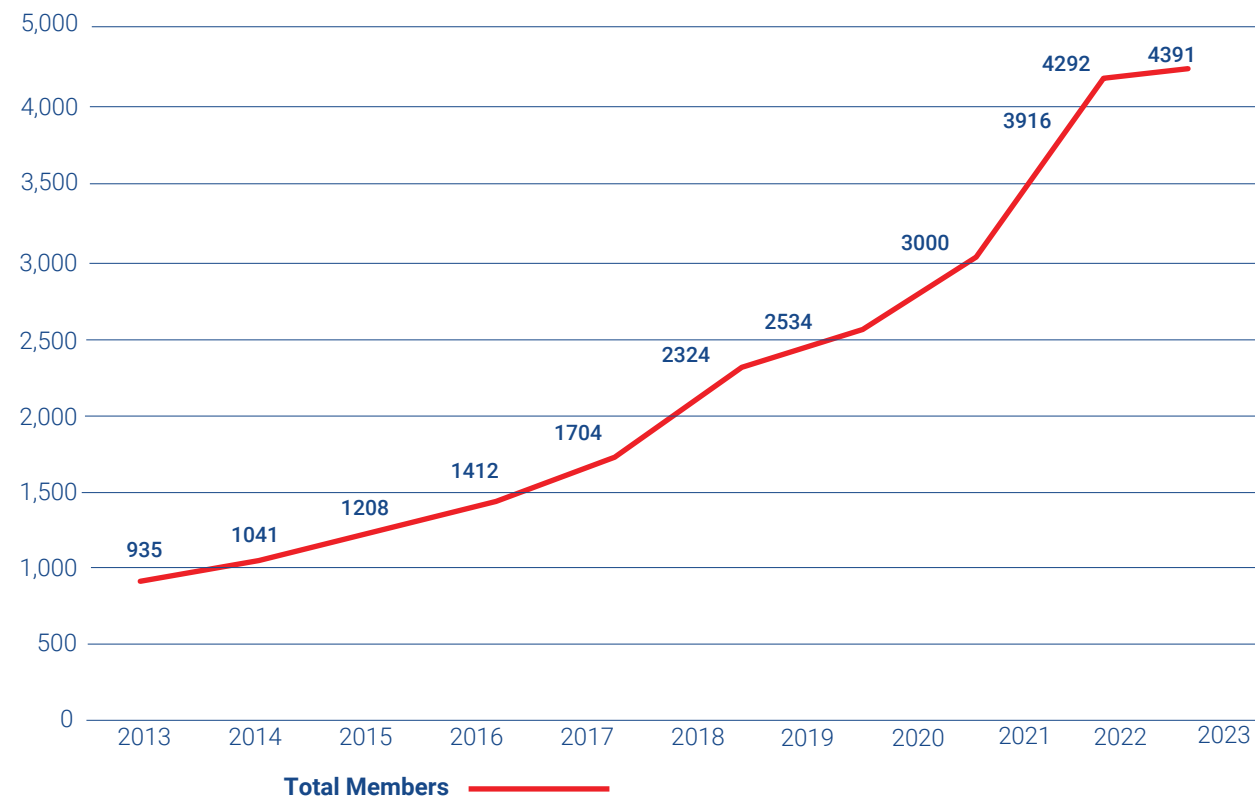
ORGANIZATION CHART



MEMBERSHIP STATISTICS



MEMBERSHIP GROWTH 2013 - 2023



SME VOLUNTEERS

 MARTINE VAREKAMP-BOS	 AVNI MARFATIA	 MARJORIE NEWMAN	 MANPRIT AUJLA-GREWAL	 RUPALI GULATI	 BURCU AKYOL
 NEERA AGNIHOTRI	 DANIEL HIRSHKORN	 CHARLEMAGNE MFERA	 TIFFANY CHI	 LISA DE LEON	 TIM MORSON
 PETER VERESS	 AILEEN FARROL	 KATHY PELLERIN	 ZARINA SULTANOVA	 LOUISE WILLIS	 ALEX NING
 KIM LY	 PHIL MOONEY	 NEERA AGNIHOTRI	 CHRIS DAW	 LAURIE PARRIS	 CLAUDIA MEI-MEI CHAN
 CHITRA BHATIA	 PRATEEK BABBAR	 INGRID BEEN-REVEKAMP	 SCOTT SMITH	 KLAUDIOS MUSTAKAS	 LUCIA CARDOSO

PICTURE UNAVAILABLE:
Silvia 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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