

# 2024

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# ANNUAL REPORT

Canadian Association of  
Professional Immigration Consultants

Association Canadienne des  
Conseillers Professionnels en Immigration



[www.capic.ca](http://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.

## 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



**PRATEEK BABBAR**  
Chair

As we reflect on 2024, it has been a year marked by both challenges and accomplishments for CAPIC and its members. Through advocacy, innovation, and collaboration, we have remained steadfast in our commitment to empowering RCICs and advancing the profession.

This year presented significant hurdles for RCICs, but CAPIC stood resolutely as a strong and reliable voice for the profession. Our efforts included holding critical stakeholder meetings with Immigration, Refugees and Citizenship Canada (IRCC) and Employment and Social Development Canada (ESDC), as well as engaging with the immigration critic and other members of the Standing Committee on Citizenship and Immigration (CIMM) in Ottawa.

We submitted key consultation papers addressing pressing challenges such as policy updates, the regulation of unauthorized practitioners (UAPs), and broader advocacy for RCICs at all levels of government. CAPIC also sent letters to media outlets to clarify the proper use of the immigration consultant designation and prevent confusion with UAPs.

Amidst a challenging economic environment, CAPIC maintained a strong financial position. Through prudent fiscal management, we ensured that we continued to deliver value-driven services to our members while safeguarding the organization's financial sustainability.

Throughout 2024, CAPIC reinforced its dedication to governance excellence. All committee meetings were successfully conducted, reflecting our strategic oversight and organizational strength. This year, we reviewed and approved a new CAPIC IT Governance Policy, along with amendments to other existing policies, ensuring they remain aligned with best practices and organizational goals.

Despite the shifting landscape of our industry, CAPIC remained committed to empowering its members. We provided tailored resources, webinars, and educational programs designed to address their specific needs. Strengthening ties with key stakeholders and developing

partnerships have been key priorities, helping ensure a sustainable pipeline of new professionals to join the field.

To meet evolving organizational needs, we explored innovative and cost-effective strategies for workforce optimization, reflecting CAPIC's focus on operational efficiency and effectiveness. Professional excellence and networking have been at the core of CAPIC's initiatives this year. We delivered high-quality training sessions, workshops, and seminars across all regions to keep our members informed of the latest regulatory and industry developments.

We facilitated invaluable opportunities for members to connect with industry leaders through events such as the National Citizenship and Immigration Conference (NCIC). Additionally, we launched IMMeMentor, a mentorship program geared to providing guidance and fostering growth for members at various stages of their careers. In addition, CAPIC's IMMeLegal magazine continued to deliver relevant and timely information to members.

The achievements of this year would not have been possible without the unwavering support of CAPIC's Board of Directors, committee members, staff, and dedicated volunteers. Their collective efforts and commitment are truly commendable.

As CAPIC prepares to celebrate its 20th anniversary in 2025, we remain focused on building a resilient future through continued advocacy, professional excellence, and innovation. We look forward to commemorating this milestone while charting a bold and impactful path forward.

Together, we will continue to strengthen the RCIC community and advance the profession in the years to come.

**PRATEEK BABBAR**  
Chair, HRCC Chair

“Throughout 2024, CAPIC reinforced its dedication to governance excellence. All committee meetings were successfully conducted, reflecting our strategic oversight and organizational strength. This year, we reviewed and approved a new CAPIC IT Governance Policy, along with amendments to other existing policies, ensuring they remain aligned with best practices and organizational goals.”





# MESSAGE FROM THE CEO



DORY JADE  
CEO

As we step into 2025, I am filled with excitement about the incredible opportunities ahead for immigration professionals and immense pride in the remarkable accomplishments we achieved together in 2024. At CAPIC, our unwavering commitment to empowering our members, advancing their professional development, and fostering a united and thriving community continues to guide everything we do. Together, we are shaping the future of our profession with innovation, integrity, and collaboration.

Next year marks a significant milestone for CAPIC—our 20th anniversary. Since our founding in 2005, CAPIC has grown into a trusted leader and advocate for immigration professionals across Canada. Our journey has been one of dedication, resilience, and progress, and this upcoming anniversary is a testament to the collective efforts of our members, staff, and volunteers who have worked tirelessly to elevate the profession. As we approach this achievement, we remain committed to building on our legacy and paving the way for continued success in the years ahead.

### Key Achievements and Milestones in 2024

- CAPIC intensified its lobbying efforts, ensuring the voices of immigration professionals were heard in critical government discussions.
- Released *The Birth of a Profession: The Remarkable Story of Professional Immigration Consultants*, an updated edition chronicling the history of immigration in Canada, the consulting profession, its evolution, and the journey to the College Act.
- Introduced the dynamic IMMeMentor platform, connecting experienced mentors with mentees to foster professional growth and knowledge sharing.

- Delivered nearly 90+ CPD hours through diverse seminars, workshops, and summits, offered in both official languages to meet the varied needs of our members.
- Hosted the 2024 National Citizenship and Immigration Conference (NCIC) in Halifax, Nova Scotia, under the theme "Charting Paths Through Shifting Tides". The event saw record-breaking attendance, offering exceptional learning and networking opportunities.
- Organized engaging sessions nationwide, culminating in successful year-end events featuring appearances from key government representatives.

We extend our deepest gratitude to our sponsors and partners for their invaluable support. As we move into 2025, CAPIC is committed to evolving into a high-performance association defined by digital leadership. We aspire to become the go-to resource for virtual and in-person professional development, representing the majority of immigration and citizenship consultants in Canada.

Our mission remains steadfast: to promote and protect the integrity of the profession and the immigration system while serving as the trusted voice for consultants nationwide.

To our members, sponsors, staff, and volunteers—thank you for your ongoing support and contributions. Together, we will seize the opportunities 2025 brings, driving innovation, progress, and success for the profession and beyond.

Here's to another remarkable year of growth and achievement.

DORY JADE  
CEO, CAPIC

“Our journey has been one of dedication, resilience, and progress, and this upcoming anniversary is a testament to the collective efforts of our members, staff, and volunteers who have worked tirelessly to elevate the profession. As we approach this achievement, we remain committed to building on our legacy and paving the way for continued success in the years ahead.”





# BOARD OF DIRECTORS



**PRATEEK BABBAR**  
Chair  
Human Resources &  
Compensation Committee  
Chair



**KIM K.C. LY**  
Vice Chair &  
Policy Committee Chair



**DEEPAK KOHLI**  
Treasurer  
Audit & Finance Committee Chair  
Policy Committee Vice Chair



**CARMAN GOSSELIN**  
Secretary  
Governance and Nomination  
Committee Chair  
Audit & Finance Committee Vice  
Chair



**NEERJA BHANDARI**  
Human Resources  
& Compensation  
Committee Vice Chair



**ARVIND PAL MATHARU**  
Lobbying Committee Chair  
Governance and Nomination  
Committee Vice Chair



**CHRISTOPHER WILLIS**  
Lobbying Committee  
Vice Chair



**MARJORIE NEWMAN**  
Education and Training  
Committee Chair



**BURCU AKYOL**  
Education and Training  
Committee Vice Chair



**NAMITA DASS**  
Membership Services  
Committee Chair



**RALPH GUERRA**  
Membership Services  
Committee Vice Chair

# PAST CHAIR COUNCIL



**GERD DAMITZ**



**WARREN LLOYD**



**RON MCKAY**



**PHIL MOONEY**



**JEFF HEMLIN**



**DORY JADE**



**DONALD IGBOKWE**



**LULWA AL HIDIQ**



*Lulwa Al Hidiq was a dedicated and impactful member of the CAPIC community. Her contributions to the CAPIC Board and various committees were invaluable. Lulwa was a wonderful person and a highly respected RCIC, whose commitment to the profession and to helping others will be deeply missed.*



**AVNI MARFATIA**





# GOVERNANCE AND NOMINATION COMMITTEE

The Governance and Nomination Committee (GNC) had a successful start to 2024, driven by a dedicated team of volunteers committed to supporting CAPIC. The committee works diligently to review and refine bylaws, policies, charters, and mandates, ensuring that CAPIC's operation remain legally sound, consistent, and aligned with best practices. Over the past year, significant efforts were made to align policies, making them more stringent and clearer.

In 2024, the GNC held 6 meetings to review and refine its processes. Regular processes such as elections and amendments to bylaws were conducted periodically to ensure democratic governance and introduce new ideas. The addition of new candidates to the Board of Directors was also carried out to infuse fresh perspectives. Additionally, there was the approval of CAPIC volunteers to maintain a robust volunteer base along with key policy amendments, including

updates to the Board Policy, E&T, and Membership, which were implemented to support the core functions of CAPIC.

Looking ahead to 2025, the GNC remains focused on achieving its targets with CAPIC's 2024 – 2026 Strategic Plan, with the aim of further enhancing policies and procedures to strengthen CAPIC's operations. The committee is committed to collaborating closely with CAPIC management and the Board to ensure that all tasks reflect the organization's vision and mission.

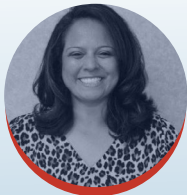
**CARMAN GOSSELIN**  
Governance and Nomination  
Committee Chair



**CARMAN GOSSELIN**  
Chair



**ARVIND PAL MATHARU**  
Vice Chair



**MALINI SENGUPTA**  
Member



**MINHAS ALI**  
Member



**SUNIL SHARMA**  
Member



**BEN ZHAOBIN LIU**  
Member



**FESTUS OMOIATE**  
Member

# AUDIT AND FINANCE COMMITTEE

2024 was a pivotal year for the Audit and Finance Committee (AFC), as we focused on steering CAPIC toward financial and policy consolidation while preparing for an anticipated tighter economic environment in 2025.

Throughout the year, the AFC held multiple meetings and worked diligently to maintain CAPIC's positive financial standing amidst shifting financial challenges. Collaborating closely with management, we reviewed and recommended the approval of the annual financial statements to the Board. We prioritized financial viability by thoroughly scrutinizing the budget, addressing inflationary pressures, and ensuring the adoption of cost-effective measures to safeguard CAPIC's sustainability.

A key focus of the committee was the annual review of internal policies and procedures to ensure they remained robust and aligned with CAPIC's objectives. Additionally, we explored opportunities for diversifying funding resources

to strengthen CAPIC's financial foundation. The committee also discussed CAPIC's financial strategy and objectives in relation to the annual budget and the strategic priorities for the budgeting period.

During my short stint as AFC Chair, the committee successfully reviewed a range of key items, including financial policies, budgets, projections, and overall financial strategies.

I am deeply grateful for the unwavering support and contributions of my fellow committee members, as well as the dedication of CAPIC's management and staff. Your efforts have been instrumental in navigating 2024 and setting the stage for continued success in the years ahead.

**DEEPAK KOHLI**  
Audit and Finance Committee Chair



**DEEPAK KOHLI**  
Chair



**CARMAN GOSSELIN**  
Vice Chair



**NEERJA BHANDARI**  
Member



**KIM K.C. LY**  
Member



## “A key focus

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## “The year 2024

*presented significant challenges for CAPIC Management, particularly in the realm of human resources. The evolving market dynamics, coupled with restrictions on consultants and a shift in membership trends, necessitated a strategic reassessment. CAPIC Management focused on identifying innovative ways to sustain growth and deliver superior services to its members while maintaining fiscal responsibility.”*





# HUMAN RESOURCES AND COMPENSATION COMMITTEE

As Chair of the Board and Chair of the Human Resources and Compensation Committee (HRCC), I am pleased to present the committee's annual report for the year ending December 31, 2024. This year, the HRCC focused on key initiatives aimed at strengthening CAPIC's human resources framework and supporting the organization's strategic goals.

The year 2024 presented significant challenges for CAPIC Management, particularly in the realm of human resources. The evolving market dynamics, coupled with restrictions on consultants and a shift in membership trends, necessitated a strategic reassessment. CAPIC Management focused on identifying innovative ways to sustain growth and deliver superior services to its members while maintaining fiscal responsibility. This involved implementing cost-saving measures, including optimizing staffing and adjusting working hours for part-time staff. Despite these challenges, the Human Resources and Compensation Committee (HRCC) remained steadfast in its commitment to the goals outlined in the Strategic Plan. Through their efforts, CAPIC Management upheld a commitment to fostering a positive and inclusive workplace, enabling staff to thrive and deliver their best every day.

This year, the HRCC focused on several key initiatives to strengthen CAPIC's human resources framework and align with our organizational goals:

- Conducted a thorough review of CAPIC's Human Resources Management Policy to ensure full compliance with Canadian laws and alignment with industry best practices.
- Initiated the exploration of external service providers to identify cost-effective and efficient employment strategies.
- Ensured that the CEO performance appraisal was in accordance with strategic objectives set.
- Successfully implemented a new HR CRM system, FolksHR, for CAPIC staff, streamlining HR processes and enhancing efficiency.

The committee's work this year underscores our commitment to fostering a dynamic, compliant, and forward-thinking organizational culture. I extend my gratitude to the HRCC members and CAPIC staff for their hard work, collaboration, and dedication in advancing these priorities.

**PRATEEK BABBAR**  
Human Resources and Compensation Committee Chair



PRATEEK BABBAR  
Chair



NEERJA BHANDARI  
Vice Chair



MARJORIE NEWMAN  
Member



CARMAN GOSSELIN  
Member

# MEMBERSHIP SERVICES COMMITTEE

2024 was a pivotal and challenging year for CAPIC Membership. At the beginning of 2024, our membership stood at 4,391, including 4,224 registered members. Throughout the year, we received and finalized 390 membership applications, culminating in a total membership of 4,275 by year's end. Of this total, 4,084 were registered members, representing 33% of all Regulated Canadian Citizenship and Immigration Consultants (as of June 2024).

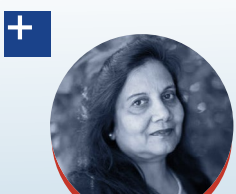
The Membership Services Committee convened four times during the year, achieving significant milestones, including:

- Launch of membership promotions, including discounts for recent licensees and incentives for outreach efforts.
- Active measures to reduce membership resignations, bringing 56 members back from in-default status and retaining 170 through IMMeMentor pilot program renewals.
- **IMMeMentor:**
  - Successfully piloted in August 2024 and officially launched in October 2024.
  - Currently supporting over 200 mentees and over 100 mentors.
- Enhanced service offerings such as CAPIC Connect integrations and website redesign projects to better meet member needs.

- Active working groups addressed improvements in tools like MyConsultant and IMMeFile, focusing on usability enhancements and competitive analysis.
- Initiatives for engaging student members and new RCICs, ensuring smoother integration and collaboration opportunities.
- Successfully organized the Ontario pilot event tied to IMMeMentor launch.
- Partnered with marketing firms like Starling Social and BitWide for outreach campaigns, significantly improving lead generation and member communication.
- Tackled issues of low enrollment and resignations by conducting market analysis, surveying members, and adjusting service offerings accordingly.

These achievements reflect the committee's commitment to enhancing member experience, growing CAPIC's influence, and strengthening its position within the immigration consultancy landscape.

**NAMITA DASS**  
Membership Services Committee Chair



NAMITA DASS  
Chair



RALPH GUERRA  
Vice Chair



MIKAEL ALAMI  
Member



HAMID REZA HASSANI  
Member



SONNY YOUNG  
Member



SVETLANA BALABA  
Member



STUTI CHAWLA  
Member



VIKAS RAI CHAUHAN  
Member

PICTURE UNAVAILABLE:

VAIBHAV SHARMA  
Member

JOHN FERNANDO  
Member

TANVEER KAZMI  
Member

HEMLATA PUNJ  
Member



# EDUCATION AND TRAINING COMMITTEE



2024 was an exceptionally busy year, with nearly 80 events, including in-person sessions, online webinars, workshops, Lunch and Learns, CAPIC Cafes, sponsor events, and EPE/IRP prep courses. With nearly 60 hours of CPD Seminar Bundle learning, members explored a wide range of topics, including industry updates, emerging trends, policy changes, case studies, and best practices. CAPIC members actively engaged in these sessions, staying informed and connected.

Beyond the CPD bundle, additional sessions focused on

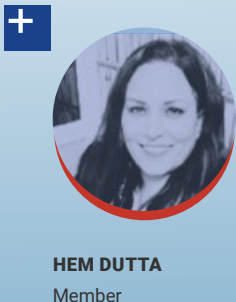
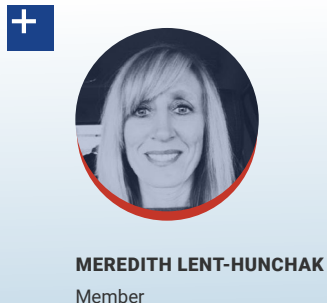
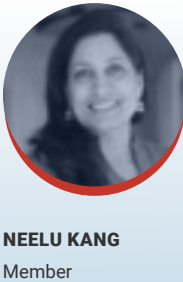
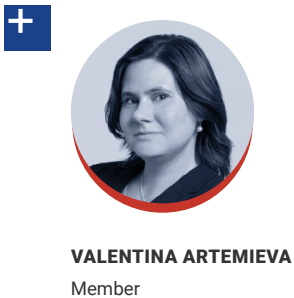
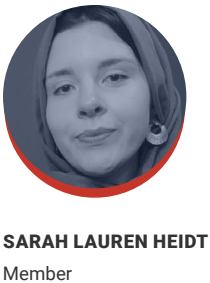
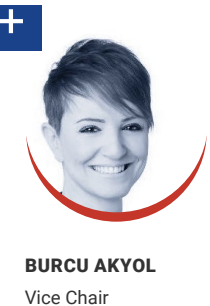
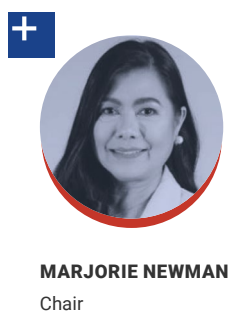
business support and professional development, providing both new and experienced practitioners opportunities for growth in an ever-evolving immigration landscape. The Education and Training Committee oversaw a diverse program, offering English and French sessions, targeted learning for all levels, and on-the-spot updates for fast-changing industry developments. For those seeking more intimate engagement and discussion, over 20 CAPIC Cafes and Lunch and Learns were held across the country, creating spaces for practitioners to share their concerns and insights. In-person seminars

took place in Brampton, Surrey, Edmonton, and Montreal, each followed by a networking session to foster professional connections.

For newcomers to the profession, tailored sessions covered key topics such as service agreements, marketing, self-employment, and client management, providing essential guidance for their first steps in the immigration field. A sincere thank you to the dedicated Education and Training Committee for their insights and feedback, ensuring a robust year of CPD learning and growth. A huge thank you to all speakers for sharing their expertise, volunteers for their commitment, operational staff for their diligence, and to

you—our CAPIC members—who attend, learn, and inspire. As we move forward, we look ahead to new innovations in educational learning, shared knowledge, and a strong foundation for professional development. Happy learning!

**MARJORIE NEWMAN**  
Education and Training  
Committee Chair



**PICTURE UNAVAILABLE:**  
**MIGUEL GOVEA**  
Member



# LOBBYING COMMITTEE

The Lobbying Committee takes care of one of the cornerstones that CAPIC is built on: Lobbying. In 2024, under the leadership of the Board, with the support of the CAPIC staff, the Lobbying Committee members work diligently to advocate for the best interests of CAPIC members and the immigration consultant profession.

The Committee actively monitors the legislative, regulatory, and policy changes in immigration and citizenship, brings forth solutions to issues that negatively impact our members' practice, and reaches out to stakeholders, including government officials and media outlets to protect the reputation of the profession.

Below are the highlights of the work done by the Committee, including high-quality submissions, consultative papers, advocacy letters, and productive meetings with high-ranking officials and political leaders.

- Three (3) high-level meetings, including meeting with the Minister of Immigration, Refugees, and Citizenship and two (2) members of the Standing Committee on Citizenship and Immigration to discuss pertinent immigration issues.
- Nine (9) immigration regulatory submissions. Among them, some recommendations are adopted by relevant federal departments. For example, In CAPIC's Recommendations for the Proposed IRPR Amendment of Removal Cost Fee Structure, we suggested further examination and provided recommendations, which resulted in the removal (i) of fees for minors, and (ii) detention costs.

- One (1) letter to the Prime Minister to call for distinguishing immigration consultants from unauthorized practitioners, to which the Prime Minister responded positively.
- Three (3) letters to the Minister of Immigration, Refugees, and Citizenship to advocate for the profession. The Minister acknowledged the contribution of CAPIC.
- One (1) legal letter to the Saskatchewan Minister of Immigration and Career Training to oppose The Immigration Services Act that enhances the double licence for immigration consultants practicing in Saskatchewan.
- One (1) consultative paper to assist the Immigration and Refugee Board in designing its designated representative quality assurance framework.
- Eight (8) letters to provinces and territories to suggest they updating ICCRC to CICC to reflect the legislative changes.
- Two (2) letters to Ontario officials and two (2) letters to media outlets to correct the misuse of immigration consultant designation.

The Committee achieved all the above and more because of the dedication of the Committee members, the direction from the Board, and the support from the CAPIC staff. A heartfelt thank you to the Lobbying Committee members, the Board members, and CAPIC staff. We will carry over the momentum to 2025.

**ARVIND PAL MATHARU**  
Lobbying Committee Chair



**ARVIND PAL MATHARU**  
Chair

**PICTURE UNAVAILABLE:**

**BABITA GUPTA**  
Member

**SANJEEV VERMA**  
Member

**PAULINE TAN**  
Member



**CHRISTOPHER WILLIS**  
Vice Chair



**ELLEN YACHNIN**  
Member



**BROOKE FINLAY**  
Member



**NEERA AGNIHOTRI**  
Member



**NEERJA BHANDARI**  
Member



**SHARMILA PERERA**  
Member



**WILLIAM ADAMS**  
Member



**GURJIT NAGI**  
Member

## “The Committee

*actively monitors the legislative, regulatory, and policy changes in immigration and citizenship, brings forth solutions to issues that negatively impact our members' practice, and reaches out to stakeholders, including government officials and media outlets to protect the reputation of the profession.”*





# POLICY COMMITTEE

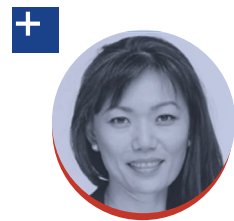
With 6 policy meetings in total including a joint Lobby-Policy meeting in 2024, the Policy committee provided oversight to a robust policy plan that saw over 30 stakeholder meetings with various levels of government and departments. Issues were gathered from "Have Your Says", direct Committee input and from the industry, as strategies were put in place regarding critical policy issues.

From direct meetings with stakeholders, submissions and letters, and advocacy on the ground, vigorous policy work was conducted and submitted to the government for consideration. Thank you to all 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 2025, we look forward to another productive year!

**KIM KC LY**  
Policy Committee Chair



**KIM K.C. LY**  
Chair



**DEEPAK KOHLI**  
Vice Chair



**BHAWNA VASUDEV**  
Member



**JANET EBERLE**  
Member



**MARTINE VAREKAMP-BOS**  
Member



**SANCHIT AHUJA**  
Member



**LOUISE WILLIS**  
Member



**SCOTT SMITH**  
Member



**MIA LOBECH-REDDING**  
Member

**PICTURE UNAVAILABLE:**

**NARESHKUMAR CHAVDA**  
Member

**ALAN CHOY**  
Member

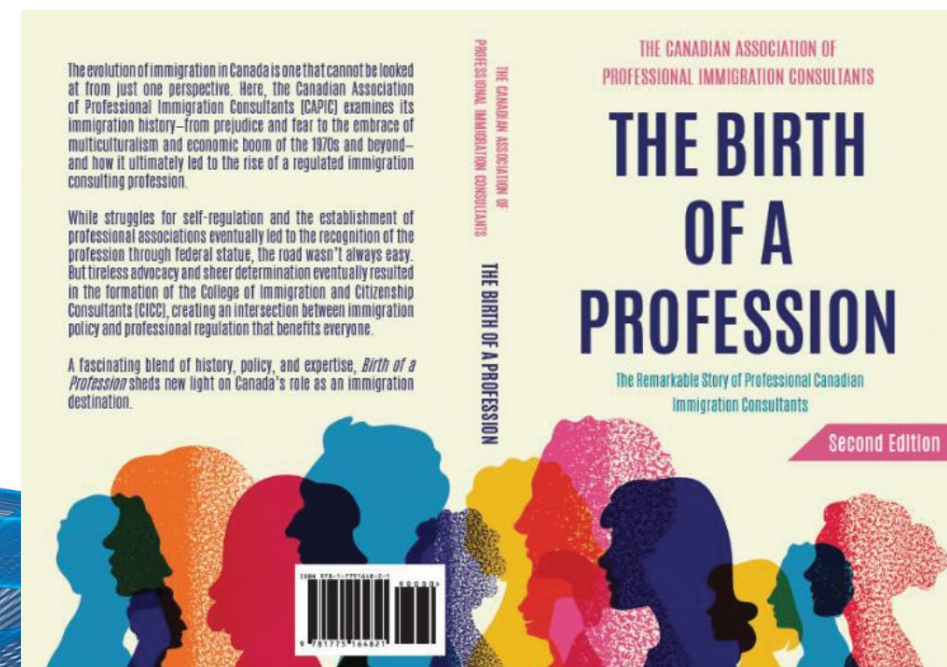
**EDWARD RUSSELL**  
Member

**STEVEN PAOLASINI**  
Member

## Celebrating our Legacy. *The release of the Birth of a Profession second edition.*

In 2024, CAPIC proudly released the second edition of The Birth of a Profession: The Remarkable Story of Professional Canadian Immigration Consultants. This revised edition delves deeper into the history of our profession, highlighting CAPIC's instrumental role in the creation of the College of Immigration and Citizenship Consultants and the path toward the regulation of the profession.

This milestone offers a moment to reflect on the remarkable journey we've taken since our founding and to honor the dedication of our members who have contributed to the success of CAPIC and the profession. As we look ahead to 2025, a year that marks CAPIC's 20th anniversary, this new edition takes on even greater significance. Celebrating two decades of growth, advocacy, and dedication, it serves as both a reflection of our past accomplishments and a reminder of





# HIGHLIGHTS FROM 2024

## CAPIC'S IMMEMENTOR PROGRAM: EMPOWERING PROFESSIONAL GROWTH AND NETWORKING



In 2024, we were proud to have launched the CAPIC IMMeMentor Program, marking a key milestone in supporting the professional development of members. This innovative and online platform is designed to foster mentorship and a supportive network among new RCICs and experienced immigration consultants. Both mentors and mentees can enhance their professional expertise, build lasting relationships, and create a robust network that will help pave the way for career advancement and business opportunities.

## SOUND BITES FOR IMMIGRATION SUCCESS PODCAST



Our Soundbites for Immigration Success podcast series saw significant growth, attracting more listeners and featuring even more insightful interviews with RCICs. This podcast offers a unique opportunity to connect with colleagues, gain insight into their journeys, and learn what inspired them to enter the profession. Listeners can also hear firsthand about the challenges these professionals have faced, how they navigated them, and the valuable lessons they've learned along the way.

## NATIONAL CITIZENSHIP AND IMMIGRATION CONFERENCE (NCIC) IN HALIFAX, NOVA SCOTIA

The 19th Annual National Citizenship and Immigration Conference (NCIC) took place in beautiful Halifax from May 22–24, 2024. With the theme "Charting Paths through Shifting Tides," the conference aimed to provide anchors of information and life preservers of tips to help navigate the many policy changes and industry updates of 2024.

With 450 attendees, 50 speakers, 16 panel sessions, and 18 CPD hours, the event was packed with learning, insights, and networking opportunities. Some of the sea-worthy topics included:

- Undeclared Dependents – Is Rescue Possible?
- Burn and Learn
- Upping Your Game – Key Policies to Know
- Read Between the Borders
- ESDC – A Deep Dive
- Recruitment and Ethics
- Navigating the Future

This year's Chair's Gala was held at Pier 21, a perfect setting to celebrate the journeys and dreams of immigrants.


A huge thank you to the incredible NCIC Sub-Committee for their guidance and inspiration in planning this year's conference. Sincere gratitude also goes to our sponsors, dedicated volunteers, and operational team—your support and hard work made this event a success!

And, of course, a heartfelt thank you to our CAPIC members who engage, learn, and network at NCIC, making it the premier conference for immigration consultants. We look forward to celebrating CAPIC's 20th birthday in Lake Louise—see you there!







# NCIC SUBCOMMITTEE MEMBERS



**BURCU AKYOL**  
Member




**VALENTINA ARTEMIEVA**  
Member




**MUHAMMAD VIRK**  
Member




**SANDRINE BUNCH**  
Member




**HOWARD BROWN**  
Member




**PRATEEK BABBAR**  
Member



**NEERJA BHANDARI**  
Member



**MARJORIE NEWMAN**  
Member



**PETER VERESS**  
Member

# VOLUNTEER AWARDS

## FOR DEDICATION TO THE BOARD



**PRATEEK BABBAR**



**KIM K.C. LY**



**DEEPAK KOHLI**



**CARMAN GOSSELIN**



**NEERJA BHANDARI**



**ARVIND PAL MATHARU**



**CHRISTOPHER WILLIS**



**MARJORIE NEWMAN**



**BRUCU AKYOL**




**NAMITA DASS**




**RALPH GUERRA**


## FOR DEDICATION TO THE LOBBYING COMMITTEE




**ARVIND PAL MATHARU**




**CHRISTOPHER WILLIS**




**ELLEN YACHNIN**




**BROOKE FINLAY**




**SHARMILA PERERA**




**NEERJA BHANDARI**



**NEERA AGNIHOTRI**



**WILLIAM ADAMS**




**GURJIT NAGI**


**PICTURE UNAVAILABLE:**

**BABITA GUPTA**  
**SANJEEV VERMA**  
**PAULINE TAN**


## FOR DEDICATION TO THE POLICY COMMITTEE




**KIM K.C. LY**




**DEEPAK KOHLI**




**BHAWNA VASUDEW**




**MARTINE VAREKAMP-BOS**




**JANET EBERLE**




**SANCHIT AHUJA**



**LOUISE WILLIS**



**SCOTT SMITH**



**MIA LOEBACH-READINGS**

**PICTURE UNAVAILABLE:**

**NARESHKUMAR CHAVDA**  
**EDWARD RUSSEL**  
**ALAN CHOY**  
**STEVEN PAOLASINI**

## FOR DEDICATION TO THE HUMAN RESOURCES AND COMPENSATION COMMITTEE



**PRATEEK BABBAR**



**NEERJA BHANDARI**



**MARJORIE NEWMAN**

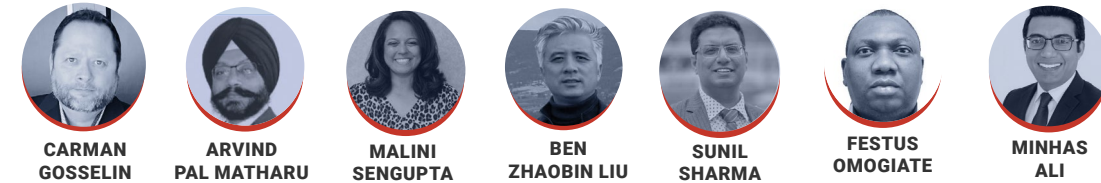


**CARMAN GOSSELIN**

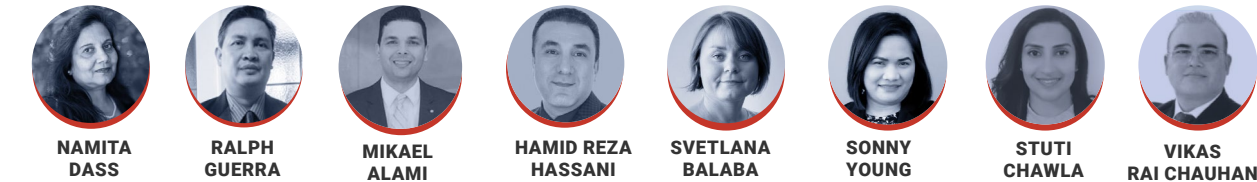


# VOLUNTEER AWARDS

## FOR DEDICATION TO THE GOVERNANCE AND NOMINATION COMMITTEE



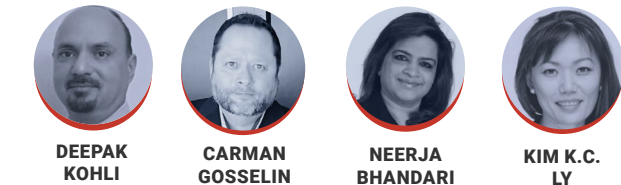
## FOR DEDICATION TO THE MEMBERSHIP SERVICES COMMITTEE



PICTURE  
UNAVAILABLE:

VAIBHAV SHARMA  
JOHN FERNANDO  
TANVEER KAZMI  
HEMLATA PUNJ

## FOR DEDICATION TO THE AUDIT AND FINANCE COMMITTEE



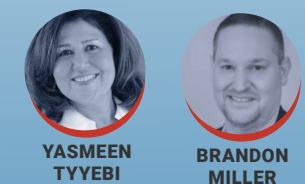
## FOR DEDICATION TO THE EDUCATION AND TRAINING COMMITTEE



PICTURE  
UNAVAILABLE:  
MIGUEL GOVEA

TARYN  
RAHMAN

## FOR OTHER MEMBER SERVICE DEDICATION



# SME VOLUNTEERS

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.



PICTURE UNAVAILABLE:

SYLVIA BENDO  
ZARINA SULTANOVA  
KYLIE JOHNSTONE



# PARTICIPANTS OF 2024 WORKING GROUPS



## IMMEFILE WORKING GROUP

FADEKEMI ABIODUN-AFOLABI

CYNTHIA GERMAIN

DAVID NAJERA ALVA

VINOD KUMAR

KIMBERLEY MICHELLE

## ON SOCIAL WORKING GROUP

MOHAMMED SIDDIQUI

ALIEH SABETRAFTAR

ISHA MAHAJAN



## MYCONSULTANT WORKING GROUP

VINOD KUMAR VELAPPAN

VIKAS CHAUHAN

NEIL SUPRIYO

LOTICA LIDDLE

# AWARD OF ACADEMIC EXCELLENCE

## Congratulations

*to Rocio Dona Lorenzo, Marichu Lacson, Alex Bezzina and Olga Malgorzata Mazur, who were presented CAPIC's Award of Academic Excellence during their graduation ceremony from Queen's University on October 20, 2024. 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.*



# 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.

CAPIC connect retains its ease of use while offering members enhanced intuitiveness and enjoyment.

### Current Technologies:

CAPIC has 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. New resources were added to Microsoft Azure Cloud platform where CAPIC's resources are running. These resources include superior servers, numerous hardware upgrades, and new security policies.

### 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 strengthened to 2048-256 bits.

### French CAPIC Connect 2.0

French CAPIC Connect 2.0 features 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.

IMMeFile Assessment Forms are integrated with member My Consultant profile, as well as available to be posted on member company website.



IMMeJobs was initiated 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. CAPIC has had 17 job postings on the platform since the launch of IMMeJobs.



In 2024, CAPIC launched the IMMeMentor program, an innovative initiative designed to foster professional growth within the CAPIC community. This online platform streamlines the matching process between experienced mentors and mentees, promoting valuable connections and knowledge sharing. Participating members can enhance their expertise, build a supportive network, and gain access to the resources needed for success in their immigration consultancy careers.



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 116K visits and over 97K visitors in 2024 compared to 457,662 visits and over 254,129 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.

Starting May 2025, former Level 2 and Level 3 MyConsultant paid subscriptions will be incorporated into Regular and Gold packages respectively.

### Regular

MyConsultant Profile includes a company bio and logo and is randomly featured on the homepage (bottom). Additionally, Regular members can contribute 1 article per year, enhancing their visibility and credibility.

### Gold

MyConsultant profile includes a company video, an additional phone number, and social media links. Profiles are randomly selected to appear on the homepage (under "Featured Immigration Consultant"). Additionally, Gold members receive 3 articles per year and 1 interview per year.

Former Level 1 subscription (basic MyConsultant profile) is now part of the new Start-Up package.

MC hosts a podcast and a successful YouTube show that garnered 27,491 views and 383 subscribers in 2024 compared to over 313,800 views and 12,500 subscribers during 2023.



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 2024 theme was Charting Paths Through Shifting Tides! We look forward to 2025 NCIC set in the majestic Lake Louise!

### 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. Offered new in 2024 was a 12–15-hour brain blaster, for those who do not require quite an intensive review!

### IRB Review Course

This weekend course provides an ethics and tribunal overview through case scenarios and question format to prepare those who are ready to write the IRB Specialization exam.

### GROUP INSURANCE

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





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 is gained, and practical tips are gained. The popular \$1.00 Seminar Bundle program includes between 50-60 CPD hours on a variety of wide-ranging topics geared to both the new and seasoned practitioners. 2024 had a variety of 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 INCLUDE:

- Networking and peer-to-peer engagement
- Information sharing, knowledge updates and Q and A sessions
- Case studies, best practices and tips to enhance learning and professional growth
- Experienced speakers from the industry and government
- Video library - CPD events are available for one year and then moved to the IMMeCentre Video Library where members can revisit sessions

- Informative and engaging sessions supporting immigration knowledge, business support and professional growth
- Topics ranged in 2024 from Client Strategic Planning, Rehabilitation, The Lonely Canadian, It’s all about the Yukon, A Business Plan Snapshot, Procedural Fairness, Alberta Advantage, Student Check in, Sponsorship Disaster, LMIA Changes, H and C Parts 1 and 2, Hop on the Arc, Submission Writing, to a variety of business support sessions such as Cybersecurity and Privacy, Being Self Employed, Building Your Retainer, Public Speaking, Marketing and more. These are just a few of the events held in 2024 with many of them still available with CPD hours.

Whether you attended an in-person event, a virtual session, a Lunch and Learn or a CAPIC Cafe, be assured you were able to connect and learn with your fellow colleagues.


Added to the mix, is the 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

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




+

**ESHA NAGPAL**  
■ Corporate Secretary




+

**LUCIA HAGGART**  
■ Event Manager




+

**CORBIN PETER**  
■ Events Coordinator




+

**HUI ZHANG**  
■ Policy and Lobbying Research Coordinator




+

**FIONA LOBO**  
■ Marketing Specialist




+

**SHELLY XU**  
■ Accounting Bookkeeper




+

**TINA BATRA**  
■ News Coordinator




+

**MONICA O'BRIEN**  
■ Education and Stakeholder Engagement Manager



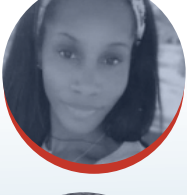
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**ANNA LOGINOVA**  
■ Membership Manager



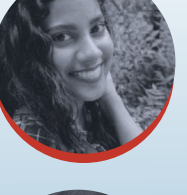
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**LESLI GRESBACH**  
■ HR Coordinator




+

**CHRISTNA STUBBS**  
■ Communications Coordinator



+

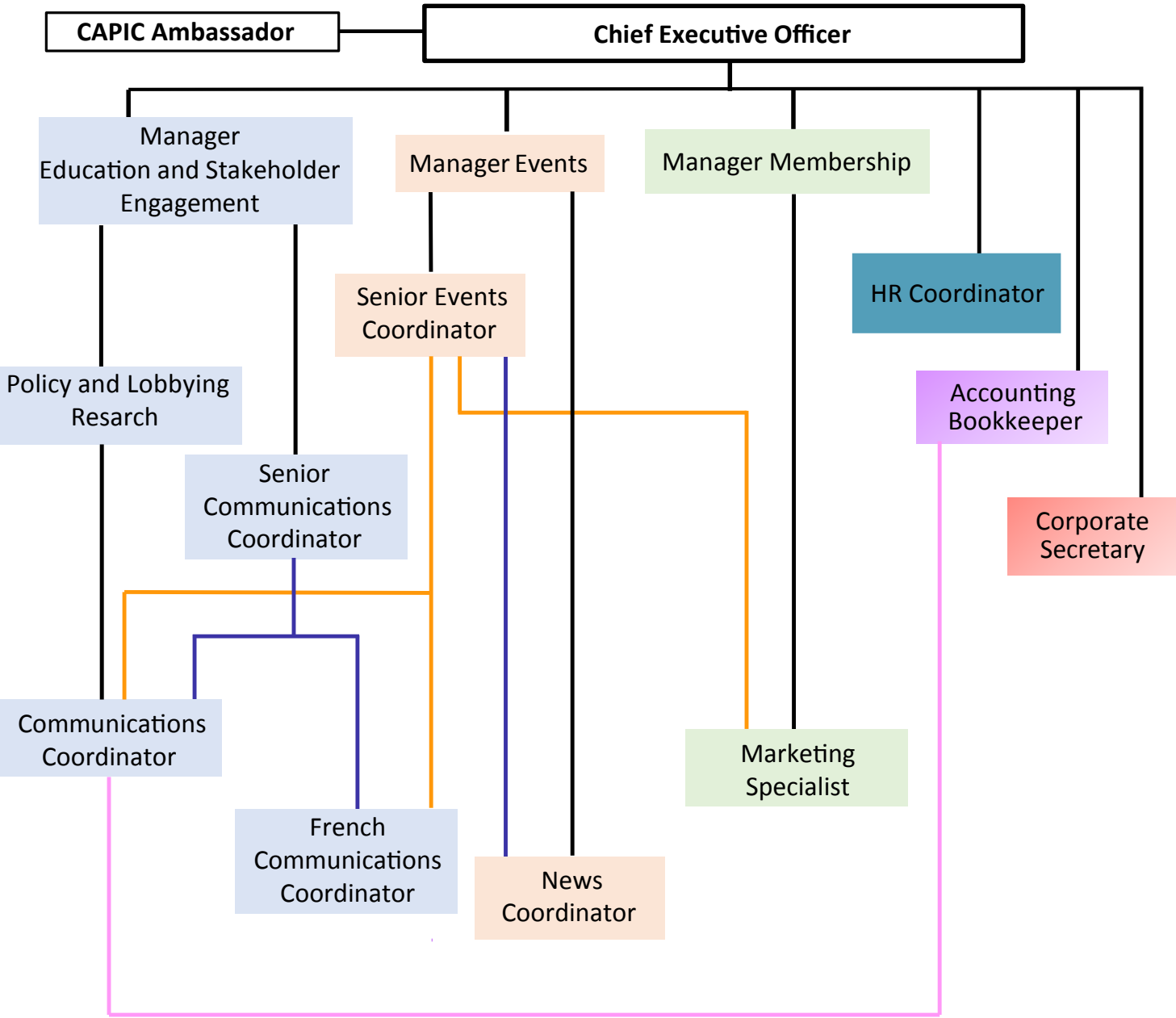
**JUSTINA KEWAL**  
■ Assistant Communications Coordinator



+

**SOPHIE MINCKE**  
■ French Coordinator

# ORGANIZATIONAL CHART

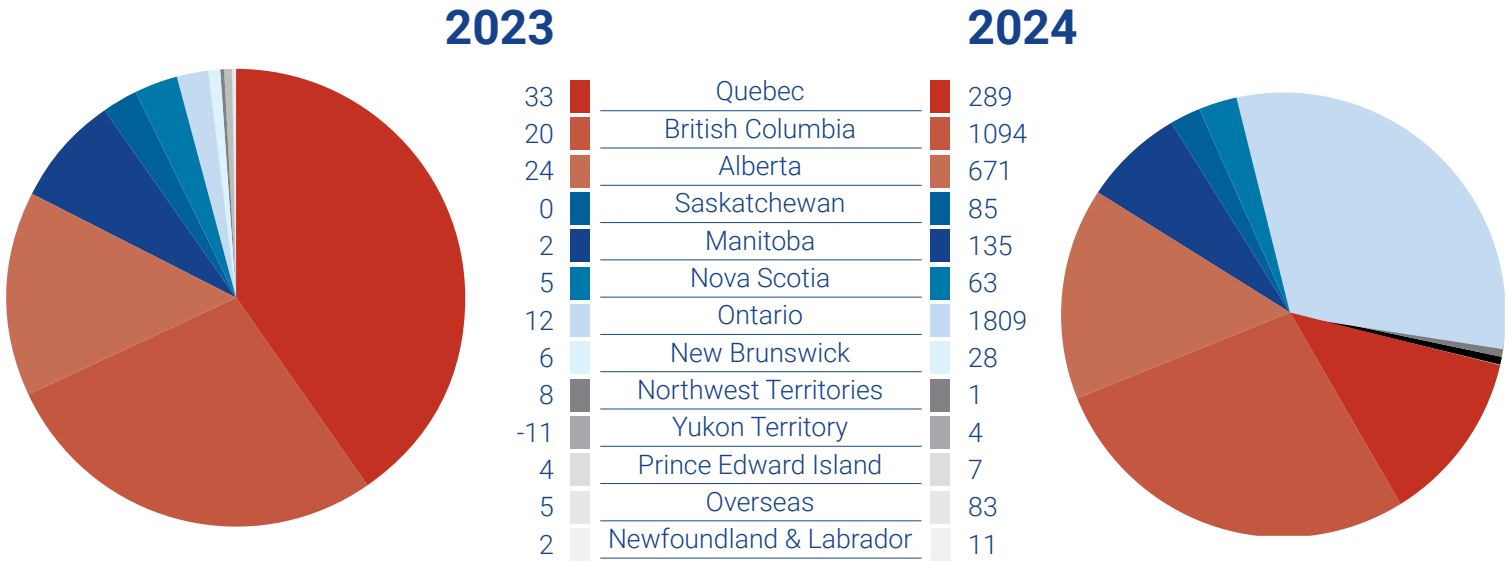


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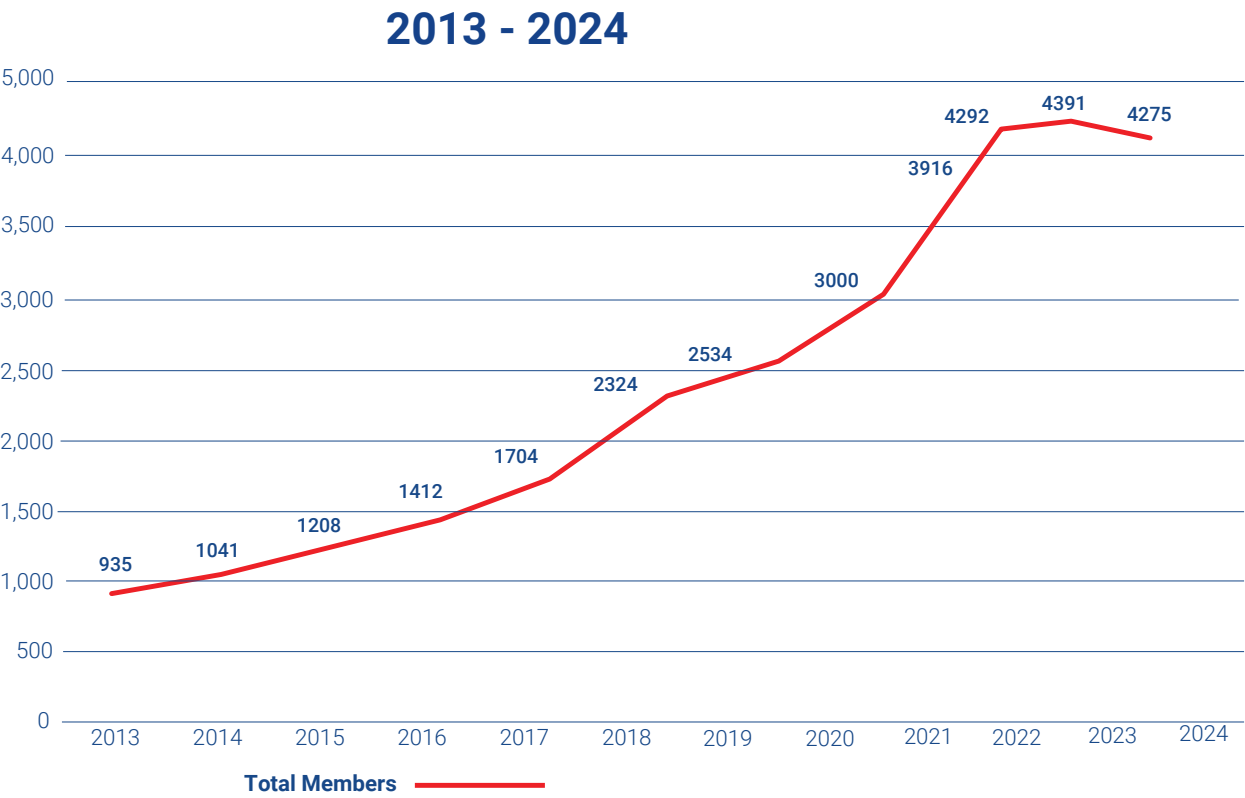
Black lines = Reports to →

Colored lines = Provides support to →

# MEMBERSHIP STATISTICS



# MEMBERSHIP GROWTH







**Canadian Association of  
Professional Immigration Consultants**

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**Association Canadienne des  
Conseillers Professionnels en Immigration**

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Tel: 416-483-7044  
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**[www.capic.ca](http://www.capic.ca)**