John Murray
President, CEO and Registrar of CICC
jmurray@college-ic.ca

5 April 2024

RE: CICC Portal

Dear John,

I hope this message finds you well. I am reaching out to discuss the recently updated CICC portal. CAPIC acknowledges the ongoing efforts to improve it, however, there are a couple of issues that need immediate attention for the benefit of our members.

1. We've noticed that the CICC registrar now indicates some licensees as "Active - Practice Restricted," without specifying that the restriction pertains solely to IRB representation.

This lack of specificity could lead the public and potential clients to mistakenly believe that the licensee is broadly restricted from practicing, possibly due to disciplinary actions. Such misunderstandings could significantly harm the professional standing of a bona fide immigration and citizenship consultant. To mitigate this, we suggest that the College clearly state "Active - Practice Restricted from IRB Representation" or incorporate a clarification table to inform the public about the nature of these restrictions.

2. Several CAPIC members have reported discrepancies in their professional status on the portal, with some being wrongly listed as "Suspended" despite being Active.

These inaccuracies may be potentially arising from data importation issues, yet they may be catastrophic for those who are representing, and relevant stakeholders like IRCC might refuse representation because of errors on the CICC registry. We request that there be an immediate review of the CICC registry so that these glitches are amended. Members also stated instances of duplicate entries and incorrect entitlement statuses.

We appreciate your immediate attention to these critical issues and look forward to the implementation of the recommended changes.

CAPIC remains ready and willing to participate in any future pilots or tests, should the CICC need our support.

Thank you for your understanding and cooperation.

Sincerely,

Dory Jade, C. Dir.
Chief Executive Officer
CAPIC-ACCPI