



Canadian Association of
Professional Immigration Consultants

L'Association Canadienne des
Conseillers Professionnels en Immigration

Service Delivery from the Rep Perspective: *What it's like to Represent in the Digital Age*

**Presented by:
Dory Jade, CAPIC CEO**



The Evolvment of Client Representation

Evolvment roadmap – follows the change of government service delivery methods:

- Papers applications/in person hearings to
- Electronic applications/in person hearings to
- Electronic applications and virtual/hybrid, in-person hearings with virtual by default to
- Virtual and in-person hearings with virtual by default and in-person by request or at IRB's discretion



IRCC Digital Platform Modernization

- Digital Platform Modernization (DPM) is a five-year plan that started in 2021 and expected to complete in 2026.
- According to [IRCC](#), DPM will deliver a “new operating model with redesigned and optimized business processes and a new supporting digital platform, with modern capabilities, that will gradually replace GCMS and other legacy systems.”



Benefits of Representing Clients in Digital Format

- Communicating with clients remotely
- More efficient
- More cost-effective
- With the historic number of applicants, system /service must be digital to meet needs with a goal of ensuring all can access the system including authorized representatives
- The inclusion of virtual representation is convenient in many settings (ex. at the IRB).



Challenges of Representing Clients in Digital Format

- Not all clients are technical savvy especially impacting ability for access to justice
- Technical difficulties may cause disruption and data loss
- Privacy protection could be more difficult
- Long processing times, glitches, etc. impacts submitting documents or updating information, and impacting clients in terms of status and opportunities.

Concerns with IRCC Digital Platform Modernization

- Role of rep means are clouded as the focus is to the applicant directly.
- Challenge of serving clients within a system who have no technical skills or perhaps no access, or for very complex issues where representation is a must.
- No direct communication channels for reps other than web form - accessible to all without differentiation. Advocacy remains paramount in immigration representation regardless of the service delivery model. It is crucial for reps to have a direct line to work with the Department for the purpose of attaining the objectives of IRPA.
- Recent case review channel access was closed - what does this mean for applicants, reps, and for the future?

Could the DPM be the Solution to Lengthy Processing Times for Permanent Resident Applications

- The following [report](#) outlines the lengthy processing times for permanent residency applications.
- IRCC did not consistently process applications on a first-in-first-out basis contrary to its operating principle.
- IRCC has experienced long-standing challenges in meeting its service standards for its permanent resident programs.



Could the DPM be the Solution to the Lengthy Processing times for Permanent Resident Applications Cont'd

- Persistent backlogs, particularly for Refugee Programs: Refugees continued to face the longest average wait times among all 3 permanent resident classes.
- At the end of 2022, about 99,000 refugee applications were still waiting to be processed, and many applicants will wait years for a decision in the current processing environment.
- Can we call this optimal service? Representatives are frustrated at the inability to represent clients within the current framework.
- Where and how do we go from here?

Questions to Consider with the Advent of AI Technology

- How will service be for the end user- whether it be an authorized rep or client?
- How smooth is the delivery of service, processing times, and what sort of human connection would there be where ultimately decisions are made by officers?



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