

March 24, 2017

**Parliamentary Standing Committee on Citizenship & Immigration**

By e-mail

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**Subject: Parliamentary Standing Committee on Citizenship & Immigration relating to the Immigration Consultants Study**

Dear Respected Members,

As an RCIC and as a member in good standing with ICCRC, I am expected to abide by a high set of standards of ethical behaviour ensuring that I am always abiding by the Code of Professional Ethics. ICCRC administers a robust complaints and discipline process to ensure that all RCIC's comply with the Code of Professional Ethics and that the consumers are effectively protected. Failure to comply with the code subjects us, as members, to disciplinary proceedings.

Immigration is a very complicated process and there are many who cannot complete an application on their own and need professional help and guidance. But having a solid reputation is paramount and the support of our government that sees us as stakeholders that can actually help increase efficiency by submitting complete files, rather than deal with delays and incomplete applications is so important.

In the last few years, ICCRC has been effective in improving the quality of RCIC's that are regulated. ICCRC regulates us by enforcing the Code of Professional Ethics, accrediting and auditing the Immigration Practitioner Programs (IPPs) offered by post-secondary institutions across Canada, administering the entry-to-practice Full Skills Exam (FSE), delivering Practice Management Education (PME) courses in order for RCICs to maintain their competent practice, conducting a Compliance Audit to make certain that RCICs'

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practice and documentation comply with ICCRC Regulations and also by crediting hours of Continuing Professional Development (CPD), which ensure that RCICs' immigration knowledge is current.

In every profession, there is the good, the bad and the ugly, but when it is a matter that involves an RCIC, it makes headlines news more often. But our hard work often goes unnoticed. A significant number of our members are working collectively with ICCRC and CAPIC to raise the standard of our profession and increasing transparency and we are doing a great job.

I would like to share some client testimonials who have consented to disclosing their names and their feedback regarding working with an RCIC. They discussed the value that the RCIC has added to their application, they also spoke about whether they were better off without retaining an RCIC and whether they would recommend others to seek the professional representation of an RCIC. In many cases, the Immigration Officers themselves, commend the applications for being so detailed and organised, making their review of the application very smooth. This is a great value that we add as RCIC's, making the officers' lives less complicated, because we know what is expected. We, as RCIC's are so focused and specialised in immigration and that is very important because each case is unique.

I hope these real life testimonials can give you a view of the other side of our work and the positive impact we have on our clients' lives and the professionalism and due care that we exercise with our clients on a daily basis.

**Manal Abbas:** *"When I became eligible to apply for Permanent Residency, I decided to do it on my own. The process was very stressful and time consuming. I ended up making a small mistake that delayed the processing on my application by months. When it was time for my citizenship application, I decided to seek the help of a professional immigration consultant. I'm very happy I made that decision. She helped me tremendously by simplifying the process and explaining all the steps involved in applying. My consultant saved me a lot of time and made applying stress free. When we were done, she made sure my application was complete and error free, saving me unnecessary delays. I highly recommend applicants look for a professional experienced consultant"*

**Mohamad and Tala Saad:** *"In my opinion we had a very good experience working with an RCIC; as a family looking for immigration we have very little information about the process and in many situations the representation we had was very helpful to give us more points and to lead us to being in a better position to be eligible for permanent residence. For example, we didn't know that knowing two languages is a plus (English and French) and this added value to our profile and many other examples that I can give. The immigration website is helpful but is intended to more experienced people. And we lacked this experience and needed help. My family and I were BETTER OFF WITH AN RCIC and I feel my position is stronger with their guidance. I would advise IRCC (CIC) to recommend that applicants seek professional representation because in many cases their guidance will make a big difference."*

**Moujab Zeidan:** *"Dear Sir/Madam:*

*In my own experience the use of the professional services an RCIC certified personnel offer, was very rewarding. In spite of the fact that the Canadian government has published all the information needed to apply for student visa for my sons, still I needed a person to guide me through the process like first she introduced me to an education consultant to select the right university for my sons, then ensuring that all of the required documents for the visa application are present and correct, follow up on the visa application status....etc, until reaching the point when the embassy provided my kids with the visa. Thus, I have no doubt that doing all these by myself will be very time consuming, tiring and in certain instances I would have missed a needed document which might resulted in the refusal of the visa application. I even got help from my RCIC in clarifying some points when I was applying for my wife's visitor VISA. In the end RCIC played and will continue to play an important role in helping me with Canadian VISAs. VIVA RCIC !"*

I would be happy to provide the Committee members any additional information required. In conclusion, I thank you for giving me the opportunity to share my brief thoughts on this very important topic that impacts the livelihood of so many RCIC's and more so even, the lives of so many clients all over the world. We need your support to help our profession become stronger and be able to continue to serve our clients.

Respectfully submitted,

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