



**icccrc**  
IMMIGRATION CONSULTANTS OF  
CANADA REGULATORY COUNCIL  
**crcic**  
CONSEIL DE RÉGLEMENTATION DES  
CONSULTANTS EN IMMIGRATION DU CANADA



**newsletter**

2016 - Edition 2

ICCRC is the national regulatory body designated by Citizenship and Immigration Canada to regulate the immigration and citizenship consulting as well as the international student advising professions.

**MARCH IS FRAUD  
PREVENTION  
MONTH** *Stay tuned!*



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#### IMPORTANT DATES

<b>March 1 - 31</b>	Fraud Prevention Month
<b>March 3 - 5</b>	Metropolis Conference in Toronto: Annual forum on immigration and settlement <a href="http://www.metropolisconference.ca">www.metropolisconference.ca</a>
<b>April 1</b>	Quarterly fees due
<b>April 29</b>	Deadline to complete Developing the RCIC and Client Relationship Course

## ICCRC to Launch Website to Combat Immigration Fraud

ICCRC will launch a new website in early March to call greater attention to immigration fraud.

The launch of [www.immigrationfraud.ca](http://www.immigrationfraud.ca) will coincide with Fraud Prevention Month, a national initiative by government, businesses and not-for-profit organizations that collectively, over 31 days, campaign to increase awareness of consumer scams. The interactive website will feature consumer protection tips, warnings, information on how to retain the services of authorized representatives, and links to report fraud.

"This new website brings even greater emphasis to ICCRC's commitment to protect consumers," said Christopher Barry, interim President & CEO. "The public needs to be more aware of the laws, who can provide immigration consulting, and what buyer beware tips to employ to reduce the risks of becoming victimized."

Now a partner of the [Competition Bureau's Fraud Prevention Forum](#), ICCRC will utilize the website to also feature third-party campaign materials alerting the public about consumer scams. ICCRC will encourage other government departments, the members it regulates, settlement organizations, and other stakeholders to create a link from their own websites.

In addition to the new website, ICCRC will also launch a worldwide social media and print campaign for Fraud Prevention Month.

# ICCRC Addresses Iranian Canadian Legal Professionals



As part of its newly launched Ambassador Program, ICCRC recently attended the Iranian Canadian Legal Professionals (ICLP) seminar in Toronto. The Council's Director of Communications, Daniel Roukema, presented to lawyers and paralegals the role of ICCRC including its mandate, the scope of practice of RCICs, training and education, and the complaints and discipline process.

"What's particularly fascinating about RCICs is that a good number of them have a personal understanding of the Canadian immigration process," said Roukema in his presentation that was simultaneously translated into Farsi. "They became immigration consultants and each in their own special way are giving back by sharing their experiences and professional services to provide safe passage to Canada for the next generation."

ICCRC's Ambassador program seeks to increase the regulatory body's presence and involvement in Canadian communities. It enables employees and members of the Board of Directors to be featured speakers and promote ICCRC and its mandate at community organizations, national and cultural associations, social clubs, chambers of commerce, etc. across Canada. The public is encouraged to invite ICCRC to upcoming events by emailing [communications@icccrc-cricc.ca](mailto:communications@icccrc-cricc.ca), or by calling 1-877-836-7543.

# ICCRC's First Employee Promoted to Manager of Operations



Dace Stripnieks received a phone call from a recruiting agency in early 2011, asking her whether she'd be interested in an Executive Assistant position with a new organization in the immigration sector. With more than 20 years experience supporting C-suite executives in the health, technology, government and college sectors, Dace's diverse background was seen as an asset for the newly formed Immigration Consultants of Canada Regulatory Council. After meeting the organization's first President & CEO, she accepted the opportunity to help define a new period in Canada's immigration regulatory space. After accepting the position, Dace became ICCRC's first employee.

Five years later, after having served as Executive Assistant to several Board of Directors and former Presidents and CEOs Phil Mooney and Bob Brack,

interim CEO Christopher Barry promoted Dace to Manager of Operations. "She has remarkable skills and a breadth of experience that has proven invaluable to ICCRC since its inception," said Barry. "With her leadership, ICCRC will no doubt attain a new level of operational excellence that will benefit our employees and in turn our membership."

Dace was instrumental in the acquisition and construction of ICCRC's office spaces in Québec, Ontario, and British Columbia. She has also taken the lead in ICCRC's day-to-day human resources responsibilities.

Congratulations, Dace!

# The Honourable John McCallum, P.C., M.P.



On November 4, 2015, the Honourable John McCallum, P.C., M.P., was appointed Minister of the newly renamed Department Immigration, Refugees and Citizenship Canada (IRCC).

Minister McCallum was born in Montreal and went on to have a very distinguished academic and professional career. He holds a Ph.D. in Economics from McGill University in Montreal, as well as degrees from Cambridge University and the University of Paris. After graduation he went on to become a professor of Economics, teaching at universities in Quebec, Manitoba and British Columbia, and finishing his academic career as Dean of Arts at McGill. The Minister then moved over to the private sector as Chief Economist at the Royal Bank of Canada, from 1994 to 2000, when he was elected the Liberal Member of Parliament in riding Markham, Ontario. He has been successfully re-elected in every election since, and has held positions in the cabinets of Prime Minister Chrétien and Prime Minister Martin, as Minister of Defence, Veterans' Affairs, and National Revenue. While in Opposition prior to the election of the new Liberal government, Minister McCallum was the Critic for Citizenship and Immigration Canada. He is married to Nancy Lim, and they are the parents of three children.

## Latifa El-Ghandouri – Member of ICCRC's Board of Directors



In Her Own Words....

I've been an immigration consultant for 12 years and joined ICCRC's Board of Directors in November 2015, as a member from Quebec.

I began working in the field in 2004, received my licensing with CSIC in 2007, then transitioned to ICCRC. As a member of an immigrant family myself, I am well aware of the trials and tribulations involved with the process of migration to a new country. In 2004, I worked with a lawyer assisting with the firm's immigration applications, found it enormously gratifying to assist people to realize their dreams for a better life in Canada, and the rest is history.

Above all, I think it is critical that no matter what we strive to do, we work hard and do a good job. It's very important to me that every effort be made to see a task well executed and successful. Representing clients in their quest

to find a better life in Canada is a heavy responsibility and I take it very seriously.

I joined ICCRC to make a difference. Our field is a difficult one and we have many detractors. My primary intention for joining the Board was to improve our profession and the service we provide to our clients. I feel it's of vital importance that the public and government be aware that members of ICCRC are well-trained professionals. Our members have passed rigorous training and examination, and maintain professional knowledge of the constantly changing immigration programs and procedures through continuing professional development. It needs to be understood that we are key players in the immigration field and we must be viewed as such.

As a full-time immigration consultant running my own practice, I have little time or days off. On the rare opportunity available, I do enjoy a little painting.

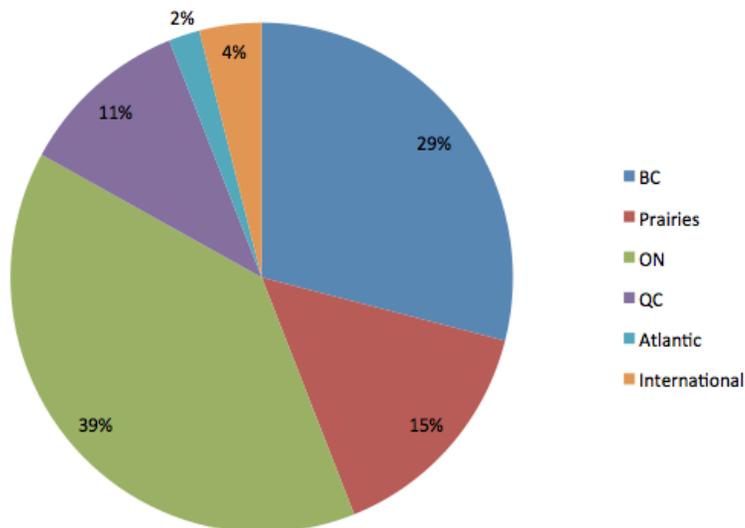
# ICCRC Membership Grows Steadily

Most Professionals Still located in Ontario and British Columbia

Snapshot of the Profession

	DEC 2012	DEC 2013	DEC 2014	DEC 2015
Active Practising Members	2,385	2,655	2,975	3,333
On Leave of Absence	65	93	69	80
Total "in good standing" Members	2,450	2,748	3,044	3,413
Suspensions	55	182	123	95
Potential Active Membership	2,505	2,930	3,167	3,508

## Membership by Geographic Distribution (Dec. 2015)



Members by Official Language of Service

	DEC 2012	DEC 2013	DEC 2014	DEC 2015
English	2,303	2,576	2,858	3,198
French	147	172	186	215
	2,450	2,748	3,044	3,413

# ICCRC to offer PME Courses in Winnipeg, Calgary and Ottawa

ICCRC is pleased to announce that it will offer PME courses in Winnipeg, Calgary, and Ottawa in April 2016.

Due to limited spaces, RCICs are encouraged to register for the following as soon as possible:

## **Winnipeg**

All Winnipeg sessions to be held at **Best Western Plus**, Charter House Hotel  
330 York Avenue, Winnipeg, MB, R3C 0N9

- April 11, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 12, 2016 *Client Account (CA)*
- April 13, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 14, 2016 *Retainer Agreement (RA)*
- April 15, 2016 *Developing the RCIC and Client Relationship (DRCR)*

## **Calgary**

All Calgary sessions to be held at the **Hilton Garden Inn Calgary Airport**,  
2335 Pegasus Road N.E., Calgary, AB, T2E 8C3

- April 18, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 18, 2016 *Client Account (CA)*
- April 19, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 19, 2016 *Client File Management (CFM)* morning session
- April 19, 2016 *Ethical Practice (EP)* afternoon session
- April 20, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 20, 2016 *Client File Management (CFM)* morning session
- April 20, 2016 *Agents (AGT)* afternoon session
- April 21, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 21, 2016 *Retainer Agreement (RA)*
- April 22, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 22, 2016 *Managing an Immigration Consulting Practice (MICP)*

## **Ottawa**

All Ottawa sessions to be held at the **Hilton Garden Inn Ottawa Airport**,  
2400 Alert Road, Ottawa, ON, K1V 1S1

- April 4, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 5, 2016 *Client Account (CA)*
- April 6, 2016 *Developing the RCIC and Client Relationship (DRCR)*
- April 7, 2016 *Client File Management (CFM)* morning session
- April 7, 2016 *Ethical Practice (EP)* afternoon session
- April 8, 2016 *Developing the RCIC and Client Relationship (DRCR)*

Click [here](#) to register for a course.

Email PME-related questions to [pme-fpp@icrc-crcic.ca](mailto:pme-fpp@icrc-crcic.ca).

Please review the [Practice Management Education Regulation](#) to keep up-to-date with all requirements.

# Understanding the Complaints and Discipline Process

ICCRC has established processes to ensure that the professionals it regulates carry out their services in a professional, ethical and competent manner. With a primary mandate of protecting the public, ICCRC has the authority to discipline immigration and citizenship consultants who breach their *Code of Professional Ethics*. The following steps outline ICCRC's complaints and discipline process.

## 1. Investigation period

### What happens when a client files a complaint?

The complainant completes a complaint Form on ICCRC's website and provides evidence. The Complaints and Professional Standards Department acknowledges receipt, gives a case file number and assigns an investigator to the case.

The complainant may be required to provide additional supporting documentation.

ICCRC sends the RCIC's response to the complainant and requests he/she sends any additional information to accept or deny the Member's response.

### How should the RCIC respond?

The RCIC is notified of the complaint and provided with a copy of the complaint. The RCIC is advised not to contact the complainant and to seek permission from ICCRC to respond to a complainant's request.

The RCIC is requested to send a written response within 30 days to ICCRC. Failure to do so can result in the immediate suspension of the membership.

## 2. Complaints Committee Review

The Complaints Committee receives the complete file from the investigator, reviews the complaint and if there is evidence suggesting a breach to the Code, refers it to the Discipline Committee. If there is no evidence, the complaint concludes.

## 3. Discipline Committee Review

The RCIC is sent a Notice of Referral which sets out the allegations against him/her.

Prehearing conferences can be arranged between a Member (and/or their legal counsel), ICCRC legal counsel and a member of the Discipline Committee for mutual disclosure of documents that each party would rely on at a hearing. They can agree for settlement of the complaint before it reaches a discipline hearing.

At the hearing, the Discipline Committee has the authority (a) to approve or deny any proposed agreement or recommended penalty (b) if there is no agreement between the parties, to hear evidence and determine whether the Member has committed a breach of the *Code of Professional Ethics*.

The Discipline Committee issues a written decision with reasons and order.

For more details about complaints against non-members or the complaints and discipline process, please visit <http://icrc-crcic.ca/FileaComplaint.cfm>.

Stay in Touch



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