

STRATEGIC PLAN 2015-2018



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

Strategic Plan 2015-2018

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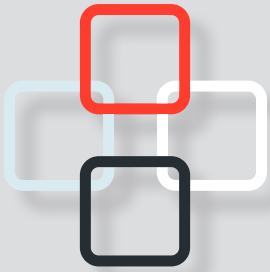
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ABOUT ICCRC

ICCRC is the national regulatory body designated by the government of Canada to safeguard consumers of Regulated Canadian Immigration Consultants (RCICs) and Regulated International Student Immigration Advisors (RISIAs) who provide Canadian immigration and citizenship services.

The *Immigration and Refugee Protection Act* (IRPA) and the Citizenship Act require anyone providing Canadian immigration or citizenship advice or representation for a fee or other consideration to be a member in good standing of ICCRC. Exceptions are members in good standing of provincial or territorial law societies or the *Chambre des notaires du Québec*.

Our Identity

Vision

To be an effective, fair and transparent regulator of the Canadian immigration consulting profession.

The ICCRC aspires to be a role model for other regulatory bodies in the way it regulates the profession, carries on its business, and protects consumers.

Mission

To protect consumers of immigration services through effective regulation of immigration consultants and promotion of the benefits of using only authorized immigration representatives.

The ICCRC establishes and delivers effective policies, practices, and procedures to regulate and educate immigration consultants and promote the use of authorized representatives to the public.

Our Values

ICCRC is committed to the following organizational values:

Transparency

Important decisions, policies and procedures are provided to Members, and, where appropriate, the public on the ICCRC website.

Excellence

Achieve a high level of excellence in all endeavours.

Fairness

Policies, practice, procedures and decisions are justified and well-understood.

Accountability

The Board of directors and staff take full responsibility for actions and decisions.

Integrity

The highest moral and ethical standards are maintained.

Communicative

Members, stakeholders and the public are welcome to contact ICCRC on any matter relating to the regulation of the Canadian immigration consulting profession.

STRATEGIC GOALS

ICCRC has four strategic goals to guide its direction

1. Consumer Protection

To protect consumers by implementing and enforcing rigorous entry-to-practice standards, ongoing professional obligations, a complaints and discipline process, and informing the public of our role and the benefits of using a regulated immigration professional.

2. Organizational Excellence

To apply the best practices in governance and operations.

3. Public Trust

Through awareness and education, achieve public trust as a respected, accountable and transparent regulator.

4. Sustainability

To be recognized by stakeholders as a fiscally and operationally sound, effective regulatory organization.



1.0 Consumer Protection

- 1.1** Enhance education standards to meet the changing needs of the marketplace
- 1.2** Maintain a rigorous admissions process
- 1.3** Increase the knowledge and competence of registrants
- 1.4** Maintain a fair and effective complaints and discipline process
- 1.5** Provide relevant and timely information to consumers



2.0 Organizational Excellence

- 2.1** Ensure appropriate staff are in place with measurable objectives
- 2.2** Ensure that all By-law, policies and procedures are consistent with current legislation and regulations
- 2.3** Fulfill requirements of the Citizenship & Immigration Canada (CIC) Contribution Agreement and government Regulation
- 2.4** Increase Information Management (IM) and Information Technology (IT) efficiencies
- 2.5** Ensure ongoing good board governance and effective use of committees
- 2.6** Ensure corporate communications standards are in place



3.0 Public Trust

3.1 Increase the profile of ICCRC with stakeholders and the public

3.2 Increase public awareness of the value of working with a regulated immigration professional



4.0 Sustainability

4.1 Maintain a sound financial and operational framework