



Advancing Trust,
Protecting the
Public Interest

2024 ANNUAL REPORT



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Message from the Chair

2024 marks the completion of the first year of our 2023-2025 Strategic Plan, which serves as a roadmap guiding the College of Immigration and Citizenship Consultants' (College's) future work. The Strategic Plan was developed in collaboration with stakeholders, following a thoughtful and engaging planning process.

The College's Board of Directors has closely monitored and helped guide the progress made on each of our four strategic objectives: elevating professional standards and compliance, combating Unauthorized Practitioners (UAPs), enhancing stakeholder communications and strengthening the College's sustainability through organizational capacity building. The Board regularly engages with the College Leadership Team to provide input and ongoing direction.

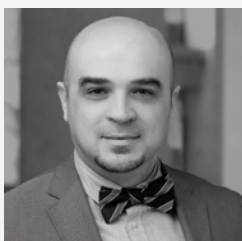
I am very proud to report that we have taken significant action on each of those four objectives over the past year. In doing so, the College is advancing its vision that every person who seeks Canadian immigration and citizenship advice has informed choice and access to a College licensee who consistently offers professional services.

Within the pages of this annual report you will learn more about the accomplishments we have made in meeting our Strategic Plan objectives.

In particular, I would like to highlight two milestones in the College's efforts to combat immigration fraud. Firstly, the College took unprecedented action by shutting down nearly 2,246 websites and social media pages being operated by UAPs. This was the result of countless hours of investigation and collaboration with licensees, stakeholders and the public.

Secondly, the College launched a multilingual Fraud Prevention Month campaign in March, which ran domestically and internationally on social media. This campaign led to the highest monthly traffic on the Public Register over the past year and exponential follower growth on the College's social media channels. In doing so, the College has amplified and expanded its ability to communicate with potential newcomers who require information on how to protect themselves from immigration fraud.

I would like to thank the College's staff, Leadership Team and Board of Directors for their incredible efforts over this past year. Together with our licensees, we will continue to uphold the highest standards of professionalism and integrity as we serve in the public interest and advance the profession.



Stan Belevici, LLL, LLM, JD, RCIC-IRB
Chair of the Board of Directors

Message from the President & CEO, Registrar

The College has worked hard to build a foundation of trust, both as a regulator and on behalf of the profession. In 2024, we took deliberate and strong action to further advance our strategic objectives. Combating the rise of UAPs continues to be a significant priority. Not only do UAPs threaten the reputation of our profession, but they also exploit prospective newcomers looking to start a new life in Canada.

We have extensively engaged with key stakeholders, including Immigration, Refugees and Citizenship Canada (IRCC), provincial governments, the Royal Canadian Mounted Police (RCMP) and Canada Border Services Agency (CBSA) to provide education on fraud prevention and the role of the College and licensees. We ran a landmark public awareness campaign, which focused on reaching people in the top source countries for immigration to Canada.

The College also strengthened professional standards, compliance and competencies required to address the evolving needs of the profession. As part of our Quality Management Program, we developed policies on accreditation, research, licensee conduct and mentoring. We look forward to the new College Act Regulations that will guide and govern our future work, which we expect to be presented for public consultation in the next fiscal year.

We launched the College Portal, an all-in-one platform for licensees to access their annual renewal, view Practice Management Education (PME) program and courses, report Continuing Professional Development (CPD) activities, pay fees and communicate with the College. The new platform features a redesigned Public Register, which allows members of the public to easily verify the status of licensees and avoid engaging with UAPs. Additionally, the College Portal can be accessed by candidates and members of the public, streamlining both the application and complaints processes. This milestone strengthens our organizational capacity and ability to communicate proactively with licensees, candidates and the public.

We advanced our position as an industry thought-leader by hosting our first two Research Symposiums, which brought together diverse groups of domestic and international experts, regulators and advocates to discuss the evolving landscape of immigration and regulatory affairs.

As I reflect on the past year, I see it as one of great progress. I look forward to continued collaboration as we drive forward on our purpose: to regulate immigration and citizenship consultants in the public interest and protect the public.



A stylized, handwritten signature in dark ink, appearing to read 'John Murray'.

John Murray, BA, LLB, LLM
President & CEO, Registrar

About the College

The College is the authority mandated by the Government of Canada to regulate the practice of Regulated Canadian Immigration Consultants (RCICs) and Regulated International Student Immigration Advisors (RISIAs). Its role, authority and powers are established in the *College of Immigration and Citizenship Consultants Act* (Canada). The College sets and enforces the licensing, education and ethical standards of the profession, in the public interest.

Vision

Every person who seeks Canadian immigration and citizenship advice has informed choice and access to a College licensee who consistently offers professional services.

Purpose

To regulate immigration and citizenship consultants in the public interest and protect the public, including by:

- o establishing and administering qualification standards, standards of practice and continuing education requirements for licensees;
- o establishing and providing training and development programs for licensees;
- o ensuring compliance with the code of professional conduct; and
- o undertaking public awareness activities.

Values

Transparency

Share decisions, policies, procedures and disciplinary outcomes with licensees and the public.

Integrity

Maintain the highest moral and ethical standards.

Accountability

Ensure that the Board of Directors, management and staff take full responsibility for actions and decisions.

Excellence

Achieve excellence in all endeavours.

Fairness

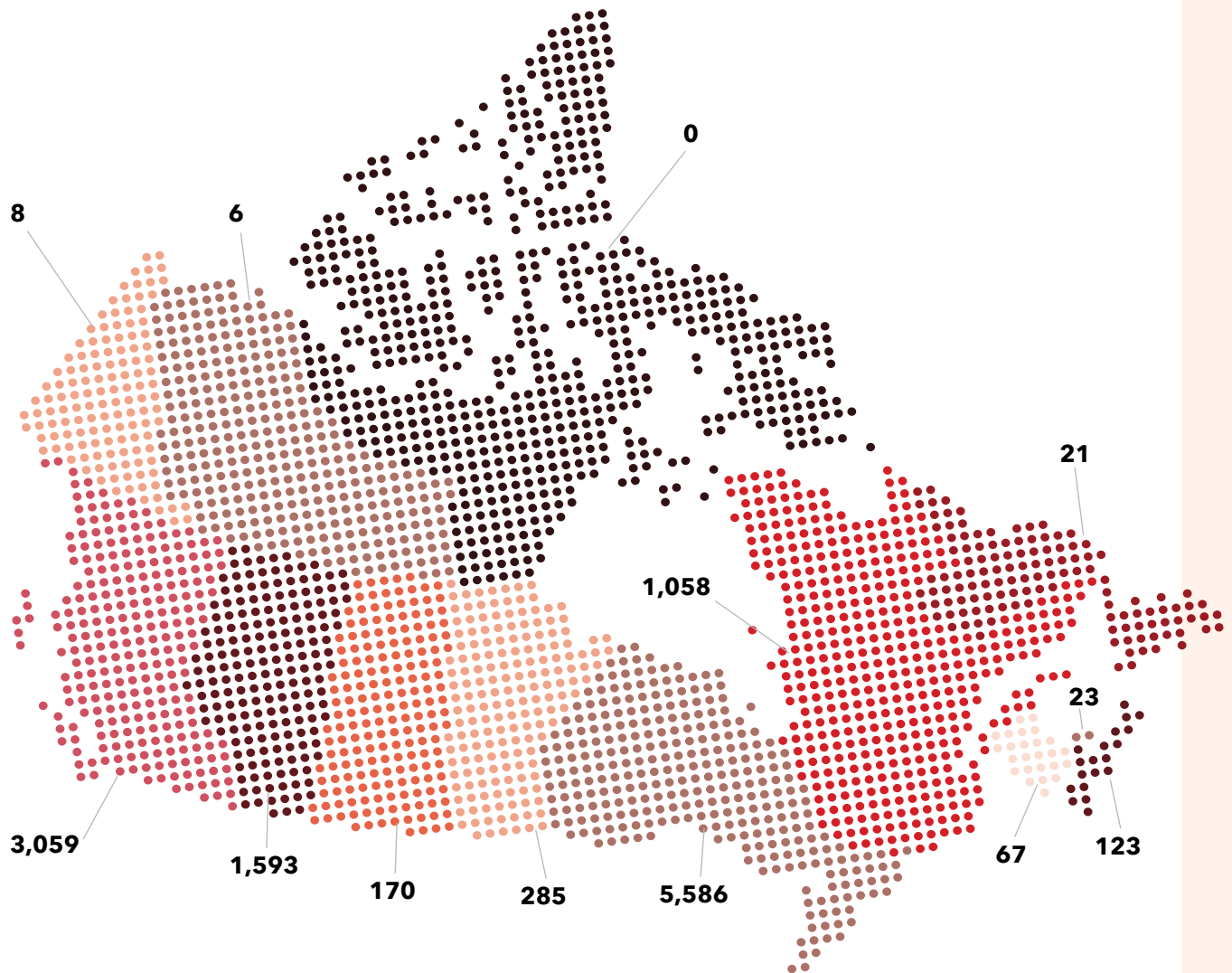
Ensure that policies, practices, procedures and decisions are justified and well understood.

Communication

Welcome licensees, stakeholders and the public to contact the College on any matter relating to the regulation of the Canadian immigration and citizenship consulting profession.



2024 By the Numbers: RCICs



12,264

RCICs in good standing at June 30, 2024.

626

RCICs were licensed within the past year.

3.6%

Attrition rate over the past year, representing **446 RCIC** resignations, revocations and deaths.

1,358

RCICs have their RCIC-IRB class of licence.

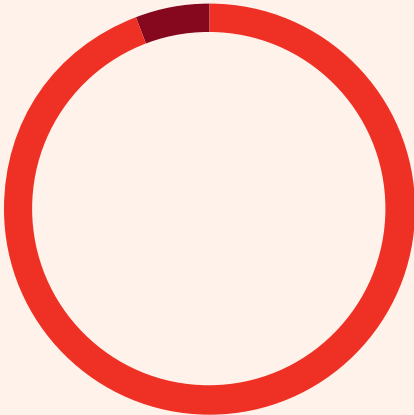
11,999

RCICs reside in Canada. This is **97.8%** of total RCICs.

265

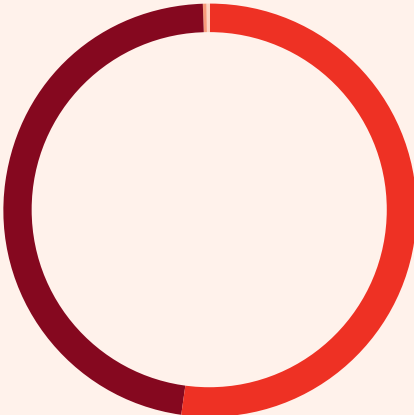
RCICs reside internationally. This is **2.2%** of total RCICs.

Preferred Language



94.3% English (11,567)
5.7% French (697)

Gender



52.3% Female (6,419)
47.5% Male (5,820)
0.1% Other (7)
0.1% Preferred not to answer (18)

Age



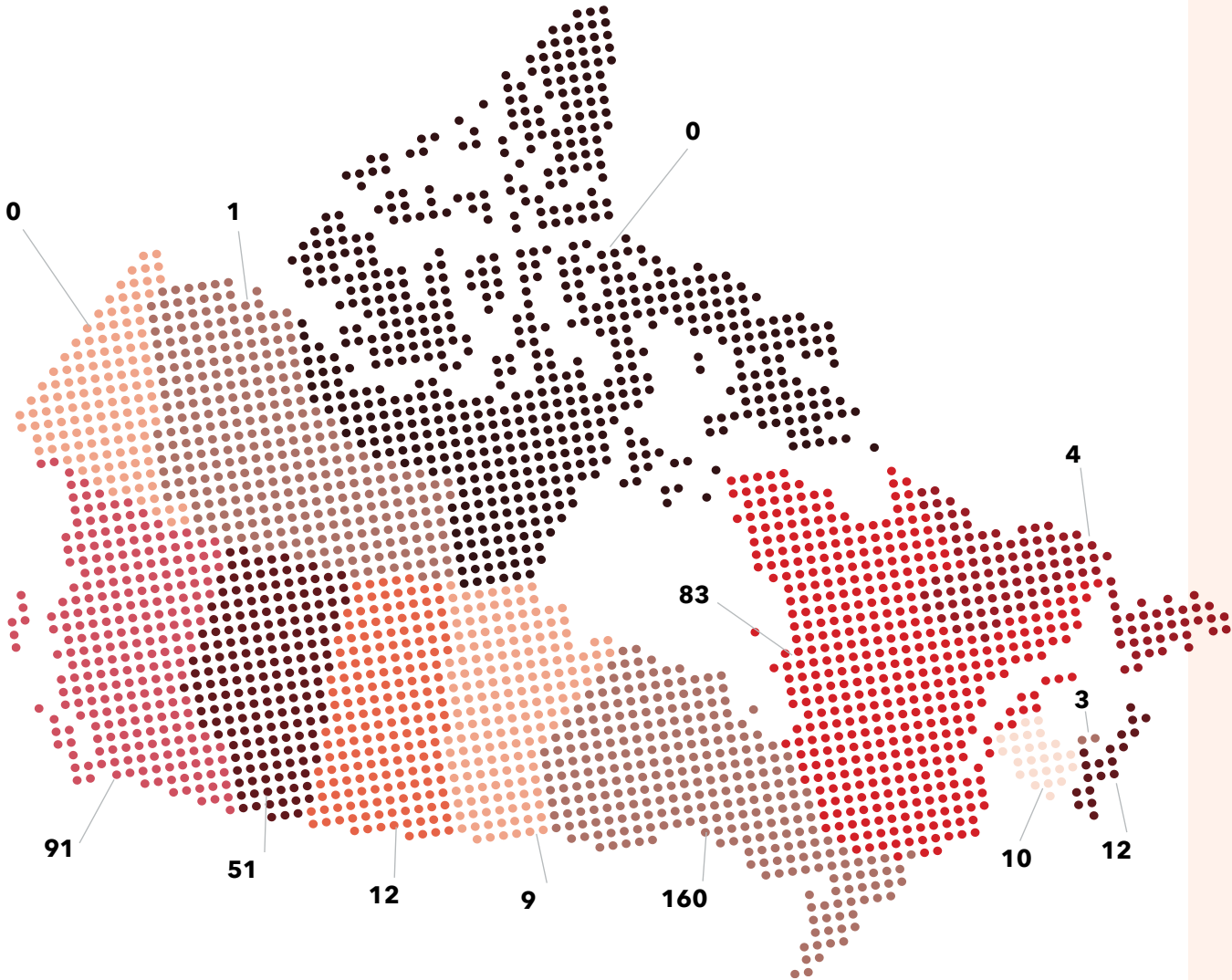
40.2% 18-39 (4,934)
51.0% 40-59 (6,252)
8.7% 60+ (1,066)
0.1% Preferred not to answer (12)

Years of Practice as an RCIC



61.2% 0-4 (7,508)
23.5% 5-9 (2,881)
15.3% 10+ (1,875)

2024 By the Numbers: RISIAs



436

RISIAs in good standing at June 30, 2024. All RISIAs work within Canada.

83

RISIAs were licensed within the past year.

6.4%

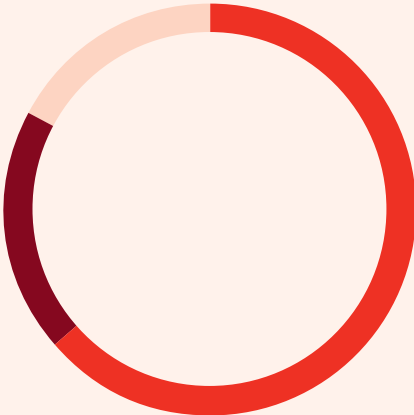
Attrition rate over the past year, representing **28 RISIA** resignations, revocations and deaths.

Preferred Language



80.3% English (350)
19.7% French (86)

Gender



63.7% Female (278)
19.3% Male (84)
0% Other (0)
17% Preferred not to answer (74)

Age



42.7% 18-39 (186)
53.4% 40-59 (233)
3.7% 60+ (16)
0.2% Preferred not to answer (1)

Years of Practice as a RISIA



71.6% 0-4 (312)
28.4% 5-8 (124)



Year at a Glance

Fighting Unauthorized Practitioners Through Public Awareness

The College participates in Fraud Prevention Month each March to help the public recognize, reject and report fraud. This year, the College focused on raising awareness about the [Public Register](#), an essential tool for protecting the public from immigration fraud and UAPs.

Through a two-phase digital marketing campaign, the College shared a simple message: If you choose to work with an immigration consultant for Canadian immigration matters, check the Public Register to verify that they are licensed by the College.

The first phase of the campaign ran domestically from March 1 to 31, and internationally from March 20 to April 19 in four of Canada's top source countries for immigration: Nigeria, China, the Philippines, and India. Ads ran in English, French, simplified Chinese and Hindi, and were designed to reflect their diverse global audiences.

The second phase of the campaign ran for four additional weeks in June in 16 of Canada's top source countries for immigration: Ghana, India, Kenya, Pakistan, Bangladesh, the Philippines, Nigeria, Vietnam, Algeria, Congo, Côte d'Ivoire, Haiti, Lebanon, Morocco, Cameroon and Tunisia.

Together, both campaigns earned more than **864 million impressions** and **4 million** clicks across College social media channels, Google Ads and Spotify. On YouTube alone, total channel views reached more than **10.5 million**.

As a direct result of both campaigns there was a **220.8% increase** in visitors to the Public Register, from 421,000 to **1.3 million**, compared to last year. Additionally, the College website saw an **85% increase** in page views, from 2.6 million to **4.9 million** compared to last year.

This new audience provides an opportunity to further engage with and educate the public, both domestically and internationally, about UAPs, the College's role and the importance of finding a licensee on the Public Register.

864M impressions across all social media channels

7,144.9% growth in YouTube subscribers
4.9K → 355K

10.5M channel views on YouTube

220.8% increase in visitors to the Public Register, from 421,000 to 1.3 million

7 key digital platforms – Facebook, Instagram, YouTube, X, Spotify, LinkedIn and Google Search

Strengthening Stakeholder Relations

Strengthening government relations and strategic partnerships are key initiatives of the College's 2023-2025 Strategic Plan.

As part of this work over the past year, the College actively engaged with key government stakeholders. Discussions centred around the College's role, strategic objectives, the role of licensees, fraud prevention and UAPs.

College staff collaborated with provincial partners on regional concerns, hosted information sessions for Members of Parliament, Senators, parliamentary staff, and worked with IRCC to share information toolkits with foreign mission offices to help reach prospective immigrants to Canada.

Proactive outreach extended to professional regulators across Canada. This year, the College launched new government relations and public affairs strategies to further support its outreach goals.

College staff attended and presented at conferences and tradeshow where the audiences included policymakers, researchers, settlement service providers, prospective immigrants, newcomers and College licensees. These in-person events provided opportunities to connect and deliver information directly to the public and key stakeholders.

The College is a Champion Member of the Conference Board of Canada's National Immigration Centre, leading evidence-based research and contributing to enhancing Canada's immigration system.

To promote its role as a professional regulator and strengthen engagement with licensees and stakeholders, the College participated in:

Research Symposium Promotes Thought Leadership and Collaboration

The College is committed to advancing practices and policies through public-centred research as part of its professional standards and compliance objectives. In line with this strategic objective, the College hosted its inaugural Research Symposium in October 2023.

Themed Safeguarding the Lifecycle of Immigration, the Research Symposium focused on fostering collaboration, understanding and addressing pressing challenges, and pushing the boundaries of innovation in the profession.

One of the highlights was the convergence of global regulatory authorities, academic researchers and industry leaders from Canada, Australia and New Zealand to share experiences, perspectives and research outcomes.

"We are optimistic about the meaningful changes, collaborative partnerships and actionable solutions that have emerged from our inaugural symposium," said College President & CEO John Murray. "Our approach is rooted in value-based regulation, with the public's interest at the forefront."

Building on the success of the College's inaugural event, the second Research Symposium was held in June 2024. This event centred on the theme: The World on the Move: Navigating Migration, Regulatory Excellence and Research in the Modern Era.

From exploring the catalytic role of migration in driving innovation and sustainability to addressing the ethical dilemma posed by UAPs, each sub-theme at the 2024 Symposium supported the College's ongoing efforts to advance regulatory excellence.

8 conferences
and fairs across

8 cities coast
to coast

12 meetings
with

6 provincial
governments

Introducing Professional Standards of Practice

Professional standards of practice are essential for all self-regulated professions, including immigration and citizenship consulting. They represent expectations for competence and ethical practice in the public interest.

In November 2023, the College launched its new Professional Standards of Practice for RCICs and RISIAs, to serve as a framework of principles that define the values, goals and outcomes expected from licensees. The Professional Standards of Practice were developed through a collaborative process with licensees in 2022.

While the Code of Professional Conduct is the legislative authority for licensee conduct and behaviour, the Professional Standards of Practice are basic, fundamental principles and values that licensees have self-identified to guide good practice.

It is the College's responsibility to establish and maintain the Professional Standards of Practice to protect the public interest. Licensees have a professional obligation to identify, correct or report any colleague's violations of the standards.

There are 19 Professional Standards of Practice, grouped into four categories:

1. Professional Practice
2. Responsibility to the Client/Entity
3. Accountability to the Profession
4. Business Ethics and Practices

By establishing these new standards, the College is making progress on its Strategic Plan objective of ensuring that professional standards and compliance evolve to meet the needs of the profession and that licensees consistently practice to those standards in the public interest.

Professional standards of practice represent expectations for competence and ethical practice in the public interest.

Mentors Help Shape the Future of the Profession

In April 2024, the College invited eligible licensees to apply to become mentors for the second enrolment of the New-Licensee Mentoring Program. Developed to improve competence, ethical practice and professional conduct, this program is a requirement for all RCICs who received their Letter of Authority on or after July 1, 2022.

Mentors play a critical role in the program, providing guidance as licensees learn through hands-on practice. This process facilitates knowledge transfer from experienced mentors to those just starting their career as a licensee. Mentors benefit from leadership growth by helping support fellow licensees. In doing so, the College is fostering high standards of practice and building competency development across the profession.

Over the past year, through a detailed Continuous Quality Improvement process, the New-Licensee Mentoring Program has been enhanced to ensure it remains adaptive to the evolving needs of the profession.

The College looks forward to welcoming its newest group of mentors, who will serve licensees in the upcoming fall 2024 enrolment.



“When I started my career in immigration consulting over a decade ago, formal mentorship opportunities did not exist, but they do now through the College. That is why I am proud to serve as a mentor, sharing my knowledge and setting up new licensees for success in the industry.”

- RCIC and mentor

“I witnessed profound growth in my mentees as they gained confidence, deeper industry insights and strong decision-making skills. This program is a gateway to harness the rich expertise within the licensee community, laying the foundation for excellence in serving the public interest.”

- RCIC and mentor

“Being a mentor in this program has been a rewarding experience. Guiding my mentees as they navigate the complexities of immigration consulting has not only allowed me to convey my knowledge, expertise and skills, but also to witness their professional growth.”

- RCIC and mentor

A New Guide for Service Agreements

In March 2024, the College released a new guide to support RCICs as they draft service agreements for clients that meet College regulatory requirements.

The Guide for Developing Your Service Agreements (Guide) not only provides direction and guidance, but also the flexibility to customize terms within service agreements. This customization is important because service agreements are not one-size-fits-all.

All RCICs are expected to use the Guide to prepare service agreements that comply with the Code of Professional Conduct. While the Guide is intended for RCICs, it also contains helpful information that can benefit the practice of RISIAs.

The Guide replaces the Retainer Agreement template. Those provisions of the Retainer Agreement Regulation that are not inconsistent with the College Act or Code of Professional Conduct remain in effect until further notice.

The College established a focus group to review the new Guide and provide feedback regularly. These updates will help inform the content and keep the Guide relevant as the profession evolves.

Through the new Guide, the College is continuing to make progress on its strategic objective of enhancing professional standards and compliance in the public interest.

Streamlining Continuing Professional Development

This year, the College enhanced its Continuing Professional Development (CPD) process through the introduction of an online CPD Activity Approval Form in the new College Portal. This significant change streamlines CPD activity submissions for licensees and providers, making the application process more efficient.

With the new changes to the CPD application process, provider activities are listed in real time. Upon approval, licensees can review a comprehensive catalogue of approved, upcoming CPD events directly in the new College Portal.

In addition, the College has introduced new opportunities for licensees to earn CPD hours. To promote knowledge sharing among licensees, mentors in the New-Licensee Mentoring Program will earn 16 CPD hours through participation in the program.

Maintaining and enhancing professional knowledge, skills, attitudes and judgement is essential to the commitment licensees make to practice in the public interest. Each year, all licensees are required to complete CPD by participating in College-approved activities that build competence and keep licensees current in their profession.



Launching the College Portal

On April 2, 2024, the College launched the College Portal, an all-in-one platform designed to simplify regulatory tasks. It is an initiative that meets the College's objective of sustainability by strengthening organizational capacity and improving compliance with legal and regulatory directives and policies.

The College Portal streamlined multiple processes for licensees, including annual renewal, fee payment and reporting of CPD activities. The platform can also be accessed by candidates and members of the public, streamlining both the application and complaints processes.

Timely communication with licensees remains a priority for the College. To help facilitate this, the College Portal serves as a communication hub where licensees communicate directly with the College and have a record of their communication history.

Key notifications are featured prominently on a personalized dashboard on the College Portal, helping support licensees as they meet their compliance requirements.

A redesigned Public Register is available as part of the platform, and is one of the best ways the public can protect themselves from immigration fraud. Anyone who chooses to work with an immigration consultant should verify that they have an active license status on the Public Register.

**The College Portal
strengthens
organizational
capacity and improves
compliance with
legal and regulatory
directives and policies.**

Professional Conduct

The College regulates for compliance with the Code of Professional Conduct and investigates and resolves complaints about licensees through a fair and objective process.

At July 1, 2023	
Open cases	1,848
July 1, 2023 to June 30, 2024	
New cases	1,018
At June 30, 2024	
Cases closed	1,322
By Intake	452
By Early Resolution	480
By Investigations	280
By Complaints Committee	46
By Discipline Committee	64
Open cases	1,544
July 1, 2023 to June 30, 2024	
Discipline outcomes	
Licensee Suspensions	5
Licensee Revocations	6

61.4% of 1,544 open cases are attributable to 127 licensees. This is up from 51.9% of 1,851 open cases last year, which was attributable to 126 licensees.

2024
Strategic Plan
Accomplishments



2024 Strategic Plan Accomplishments

Professional Standards and Compliance

- Established Professional Standards of Practice to serve as a framework of principles that define the values, goals and outcomes expected from licensees.
- Organized and executed two Research Symposiums, bringing together thought leaders in the global immigration sector.
- Ongoing policy development, including Accreditation Policy, Research Policy and Licensee Conduct Policy.
- Completed evaluation of New-Licensee Mentoring Program, issued a call for mentors and scheduled a September 2024 enrolment.
- Scheduled a fall 2024 enrolment for the Specialization Program Education Pathway.
- Reduced the average response time to licensee inquiries to the Registration Department to less than 48 hours for emails.

Unauthorized Practitioners (UAPs)

- Nearly 2,246 UAP websites and social media pages shut down.
- Executed a multilingual digital marketing campaign to educate the public on immigration fraud and drive traffic to the Public Register. Campaign ran domestically and internationally in 17 of Canada's top source countries for immigration.

281%
growth in social
media followers
across all channels
162.3K → 618.6K

1.3M
visitors to the
Public Register

Stakeholder Communication

- Participated in eight conferences and fairs in eight cities across Canada to raise awareness about the role of the College and licensees.
- Meetings with provincial governments and law enforcement partners to strengthen collaboration, understanding of the profession and role of the College and combat UAPs.
- Ongoing timely, proactive licensee communication about relevant College and sector news.

Sustainability

- Launched the College Portal, an all-in-one platform for licensees to access their annual renewal, view PME program and courses, report CPD activities, pay fees and communicate with the College. The College Portal can also be accessed by candidates and members of the public, streamlining both the application and complaints processes.
- Initiated the College's Diversity, Equity and Inclusion initiative.
- Participated in the Council on Licensure, Enforcement and Regulation's Diversity, Equity and Inclusion committees.
- Based on the findings of an employee engagement survey, established employee Task Teams to inform actions that will enhance workplace culture.
- Initiated the College's records management project to support legislative compliance and operational requirements.
- Allocated increasing resources to support the College's other non-regulatory legislative compliance requirements.

Governance



Board of Directors



Stan Belevici, RCIC-IRB
Chair

Mr. Belevici has a background in international relations and immigration law, having worked for the European Commission's Technical Assistance to the Commonwealth of Independent States and Georgia (TACIS) program and Ernst & Young's Southeast Europe Legal Department.

After immigrating to Canada in 2002, he completed a master's degree in comparative law at McGill University and obtained his juris doctor degree in common law and transnational law from Sherbrooke University.

His current practice includes the development of immigration policies and processes, risk mitigation and workforce mobility solutions. As an RCIC-IRB licensee, he represents clients before the Immigration and Refugee Board of Canada on deportation orders, extradition requests and spousal sponsorship appeals.

Mr. Belevici was elected in 2016 to the Board of Directors of the Immigration Consultants of Canada Regulatory Council (Council), predecessor to the College and elected as Board Chair in 2020. Mr. Belevici became Chair of the College's transitional Board of Directors upon continuance of the Council to the College in 2021 and has served as chair since 2020.



John A. Burke, RCIC
Vice-Chair

Mr. Burke has experience in the automotive, manufacturing and construction sectors, providing strategic advice to employers, associations and trade unions. He supported senior corporate executives in the successful establishment of the Honda, Toyota and CAMI (a GM/Suzuki joint venture) automobile manufacturing plants in Ontario.

He also worked with the federal public service for 29 years, developing foreign worker policy, procedures and operational guidelines, both nationally and in the province of Ontario.

Mr. Burke started his own immigration consulting practice in 1996, supporting clients on employment and business-related immigration matters.

Mr. Burke was elected in 2017 to the Council's Board of Directors, serving as Chair for two terms. In 2020, he was elected Vice-Chair, and became Vice-Chair of the College's transitional Board on continuance of the Council to the College.



Board of Directors



Marty Baram, RCIC
Director of SYMY
Immigration Consultants
and Recruitment

Mr. Baram is the Director of SYMY Immigration Consultants and Recruitment located in Edmonton, Alberta. His areas of expertise are labour market impact assessments, temporary resident applications and permanent residence applications.

He is an adjunct professor at Queen's University for the graduate diploma program in immigration and citizenship law. He formerly served as an instructor of the Immigration: Laws, Policies and Procedures program at the University of British Columbia.

Mr. Baram was elected in 2019 to the Council's Board of Directors and elected to serve on the College's transitional Board in 2021.



Normand Beaudry
Director of International
Recruitment, Laval University

Mr. Beaudry has over 15 years of experience in international management, marketing and student recruitment.

Since 2018, he has held the position of Director of International Recruitment at Laval University. In his role, he works to harmonize and develop international recruitment practices at the university.

Mr. Beaudry is involved in several national and international organizations. He serves on the Board of Directors of CALDO, a consortium of Canada's leading universities that offers free support and guidance to prospective students from Latin America.

He is also acting vice-president on the international student recruitment subcommittee of Le Bureau de coopération interuniversitaire and a member of the Pôle régional en enseignement supérieur de la Capitale-Nationale.

Mr. Beaudry was appointed to the transitional Board of the College in March 2022 and was reappointed for an additional two-year term in 2024.

Board of Directors



Richard Dennis, RCIC

Mr. Dennis served as a Designated Immigration Officer for 20 years at the Canadian Consulate General in Buffalo, New York.

In 1993, he established an immigration consulting business, specializing in federal skilled workers and family sponsorship.

Mr. Dennis joined the Council's Board of Directors in 2012 and was elected to serve on the transitional Board of the College in 2021.



Tim D'Souza, CPA
Senior Vice-President,
Finance and Business
Operations, Diabetes
Canada

In addition to his role at Diabetes Canada, Mr. D'Souza designs and delivers courses at a number of post-secondary institutions.

He also serves on several other boards and holds two master's degrees.

Mr. D'Souza served on the Council's Board of Directors from June 2019 until November of 2021. He was appointed to the transitional Board of the College in March 2022 and as Chair of the Finance and Audit Committee in June 2022. He was reappointed for an additional two-year term in 2024.



Board of Directors



Jennifer Henry
Executive Minister,
Organizational
Development and
Strategy, The United
Church of Canada

Ms. Henry has worked for three decades as a national and global advocate for human rights and ecological justice, addressing root causes of displacement.

From 2012 to 2020, she served as executive director of the social justice organization KAIROS, working to advance Indigenous solidarity, women's rights in conflict zones, climate justice and migrant and refugee rights.

She brings her expertise in non-profit management to the United Church of Canada where she leads a unit focused on strategic planning, communications and growth.

Ms. Henry holds a bachelor of arts and social work from the University of Manitoba, master of social work and theological studies from the University of Toronto and an honorary doctorate from Saskatoon Lutheran Seminary. She is also accredited as a United Church Minister.

Ms. Henry was appointed to the transitional Board of the College in March 2022 and was reappointed for an additional two-year term in 2024.



Ben Rempel
Former Assistant
Deputy Minister of
Immigration, Manitoba

Mr. Rempel has served in a variety of leadership, policy development and program roles related to immigration, international education, and the recognition of international qualifications.

As an Assistant Deputy Minister of Immigration in Manitoba, Mr. Rempel led the province's immigration and international education strategies. He supported the development of several regulatory initiatives, including fair practices in qualifications recognition and a licensing regime for worker recruitment.

He has led talent attraction missions, negotiated bilateral international agreements supporting ethical recruitment practices and co-chaired Federal-Provincial-Territorial tables on immigration, qualifications recognition and international education.

Mr. Rempel has served in a governance role with the boards of several non-governmental organizations. He was appointed to the transitional Board of the College in March 2022 and reappointed for an additional two-year term in 2024.

Board of Directors



Gagan Jot (Jyoti) Singh
Executive Director of
Nellie’s Shelter

Ms. Singh is the executive director of Nellie’s Shelter. She has over 15 years of leadership experience in community-based programming and policy administration, with a focus on working with disadvantaged populations.

She holds a master’s degree in public policy and administration from Carleton University. She was the former executive director of the Elizabeth Fry Society of Manitoba and held managerial roles with Access Employment and End Homelessness Winnipeg.

Ms. Singh was appointed to the transitional Board of the College in May of 2022 and reappointed for an additional two-year term in 2024.

Ministerial Observer



Alexis Graham
Director General, Humanitarian
and Complementary Pathways,
Immigration, Refugees and
Citizenship Canada

Ms. Graham was designated as ministerial observer pursuant to Section 76 of the College Act in 2022.



Governance and Nominating Committee

The Governance and Nominating Committee of the Board of Directors (GNC) oversees the development, implementation and management of the College's governance processes including, without limitation, the nomination and election of Directors and the appointment of committee and working group members and to make recommendations to the Board of Directors on these matters.



Ben Rempel
Chair



Marty Baram, RCIC
Member



Normand Beaudry
Member



John A. Burke, RCIC
Member



Richard Dennis, RCIC
Member

Finance and Audit Committee

The Finance and Audit Committee (FAC) is responsible for overseeing and monitoring all significant aspects of the financial management of the College, providing support to the Board as it executes its oversight function.



Tim D'Souza
Chair



Marty Baram, RCIC
Member



Normand Beaudry
Member



John A. Burke, RCIC
Member



Jennifer Henry
Member



CEO Performance Review and Evaluation Committee

The CEO Performance Review and Evaluation Committee is responsible for overseeing the implementation and management of the Board's process for establishing annual performance goals and objectives, reviewing performance and recommending any adjustments to the compensation or terms of employment of the President & CEO of the College. The committee will consult as needed and advise the Board annually on CEO succession-planning matters.



Stan Belevici, RCIC-IRB
Chair



John A. Burke, RCIC
Member



Ben Rempel
Member



Tim D'Souza
Member

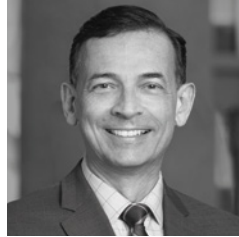


Gagan Jot (Jyoti) Singh
Member

Leadership Team



John Murray, BA, LLB, LLM
President & CEO, Registrar



Russ Harrington, CPA, CGA
Chief Operating Officer



Jessica Freeman
Director, Communications
and Stakeholder Relations



Cathy Pappas
Director, Registration



Beata Pawlowska, PhD
Director, Professional
Standards, Research,
Education and Policy



Laura Halbert
Director, Professional
Conduct



Financial Statements June 30, 2024

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Independent Auditor's Report

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To the Board of Directors of
College of Immigration and Citizenship Consultants

Opinion

We have audited the financial statements of College of Immigration and Citizenship Consultants (the "College"), which comprise the statement of financial position as at June 30, 2024, and the statements of changes in net assets, operations and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the College as at June 30, 2024, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the College in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other matter

The financial statements of the College for the year ended June 30, 2023 were audited by Goodman Mintz, LLP who expressed an unmodified opinion on those financial statements on September 28, 2023. The partners and staff of Goodman Mintz, LLP joined Doane Grant Thornton LLP on January 1, 2024.

Responsibilities of management and those charged with governance for the financial statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the College's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the College or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the College's financial reporting process.

Independent Auditor's Report (continued)

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the College's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the College's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the College to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Doane Grant Thornton LLP

Markham, Canada
October 28, 2024

Chartered Professional Accountants
Licensed Public Accountants

College of Immigration and Citizenship Consultants

Statement of Financial Position

June 30

2024

2023

Assets

Current

Cash	\$ 16,310,124	\$ 14,499,235
Short term investments (Note 3)	18,711,015	13,655,426
Accounts receivable	117,662	183,078
Prepaid expenses	<u>538,862</u>	<u>474,844</u>
	35,677,663	28,812,583

Capital assets (Note 4)	<u>1,641,390</u>	<u>293,030</u>
	<u>\$ 37,319,053</u>	<u>\$ 29,105,613</u>

Liabilities

Current

Accounts payable and accrued liabilities (Note 5)	\$ 2,256,926	\$ 1,962,103
Deferred revenue	<u>7,246,787</u>	<u>122,729</u>
	<u>9,503,713</u>	<u>2,084,832</u>


Net assets

Unrestricted	20,573,950	19,796,576
Invested in Capital Assets	1,641,390	293,030
Reserve for Transition to College	-	885,811
Reserve for IT Infrastructure Development	-	745,364
Reserve for Directors' and Officers' and Immunity from Civil Liability Coverage	4,000,000	4,000,000
Reserve for Professional Conduct	<u>1,600,000</u>	<u>1,300,000</u>
	<u>27,815,340</u>	<u>27,020,781</u>
	<u>\$ 37,319,053</u>	<u>\$ 29,105,613</u>

Commitments (Note 7)

On behalf of the Board


 _____ Director
 Chair, Board of Directors


 _____ Director
 Chair, Finance and Audit Committee

College of Immigration and Citizenship Consultants Statement of Changes in Net Assets

Year ended June 30

	Unrestricted	Invested in Capital Assets	Reserve for Transition to College	Reserve for IT Infrastructure Development	Reserve for Directors' and Officers' and Immunity from Civil Liability Coverage	Reserve for Professional Conduct	Total 2024	Total 2023
Balance, beginning of year	\$ 19,796,576	\$ 293,030	\$ 885,811	\$ 745,364	\$ 4,000,000	\$ 1,300,000	\$ 27,020,781	\$ 20,784,077
Excess (deficiency) of revenues over expenditures	1,132,358	(337,799)	-	-	-	-	794,559	6,236,704
Capital asset additions, net of disposal	(1,686,159)	1,686,159	-	-	-	-	-	-
Interfund transfers	1,331,175	-	(885,811)	(745,364)	-	300,000	-	-
Balance, end of year	\$ 20,573,950	\$ 1,641,390	\$ -	\$ -	\$ 4,000,000	\$ 1,600,000	\$ 27,815,340	\$ 27,020,781

College of Immigration and Citizenship Consultants Statement of Operations

Year ended June 30	2024	2023
Revenues		
Licensee fees	\$ 22,192,932	\$ 21,341,150
Interest income	1,795,097	1,146,846
Examination fees	719,435	945,434
Other income	474,907	260,017
Specialization program fees	328,240	725,350
Mentoring program fees	<u>900</u>	<u>277,305</u>
	<u>25,511,511</u>	<u>24,696,102</u>
Expenditures		
Salaries and benefits	13,979,520	10,609,464
Information technology	3,305,211	2,299,797
Professional conduct and discipline	1,023,544	765,930
Professional fees	901,038	1,009,935
Interest and bank charges	808,879	597,286
Communication and stakeholder relation	763,435	699,331
Bad debts (recovered)	712,164	(169,323)
Rent	649,616	637,997
Office and general	603,152	410,758
Professional standards, research and education	518,139	494,637
Governance (Note 6)	421,870	442,855
Amortization	337,799	115,230
Registration and examination	320,550	216,257
Insurance	231,840	203,294
Travel, meals and accommodation	134,740	125,950
Loss on disposal of capital assets	<u>5,455</u>	<u>-</u>
	<u>24,716,952</u>	<u>18,459,398</u>
Excess of revenues over expenditures	<u>\$ 794,559</u>	<u>\$ 6,236,704</u>

College of Immigration and Citizenship Consultants Statement of Cash Flows

Year ended June 30

2024

2023

Increase (decrease) in cash

Operating

Excess of revenues over expenditures	\$ 794,559	\$ 6,236,704
Items not affecting cash		
Amortization	337,799	115,230
Loss on disposal of capital assets	<u>5,455</u>	<u>-</u>
	1,137,813	6,351,934
Change in non-cash working capital items		
Accounts receivable	65,416	(31,493)
Prepaid expenses	(64,018)	(121,076)
Accounts payable and accrued liabilities	294,823	1,071,070
Deferred revenue	<u>7,124,058</u>	<u>(75,771)</u>
	<u>8,558,092</u>	<u>7,194,664</u>

Investing

Purchase of investments (net)	(5,055,589)	(6,201,403)
Purchase of capital assets	<u>(1,691,614)</u>	<u>(165,916)</u>
	<u>(6,747,203)</u>	<u>(6,367,319)</u>

Increase in cash 1,810,889 827,345

Cash

Beginning of year	<u>14,499,235</u>	<u>13,671,890</u>
End of year	<u>\$ 16,310,124</u>	<u>\$ 14,499,235</u>

College of Immigration and Citizenship Consultants

Notes to the Financial Statements

June 30, 2024

1. Nature of operations

College of Immigration and Citizenship Consultants ("CICC" or the "College") is the national regulatory and licensing body for individuals who practice as a Canadian immigration / citizenship consultant for a fee, as well as international student advisors.

The Immigration Consultants of Canada Regulatory Council (the "Council") was a not-for-profit organization incorporated without share capital on February 18, 2011 under the *Canada Not-For-Profit Corporations Act*. On November 23, 2021 the Council was continued as the College under the *College of Immigration and Citizenship Consultants Act* ("College Act"). The College is exempt from income tax under section 149(1)(l) of the *Income Tax Act*.

The College operates as a financially self-funding and self-sustaining not-for-profit organization that relies on licensee fees and is an entity without transferable ownership interests. The College is organized and operates exclusively for social, educational, professional and other not-for-profit purposes. The Annual General Meeting (AGM) is held each year and every active licensee has the right to attend.

CICC's mandate is as follows:

- Promoting and protecting the public interest by governing and regulating the practice of individuals and firms as immigration and citizenship practitioners;
- Establishing entry-to-practice education requirements;
- Licensing professionals – Regulated Canadian Immigration Consultants (RCICs) and Regulated International Student Immigration Advisors (RISIAs);
- Overseeing the professional development and conduct of its licensees;
- Receiving, investigating and adjudicating complaints against its licensees; and
- Administering a disciplinary process to sanction its licensees whose professional development and conduct fail to meet CICC's standards.

Transition to College

Pursuant to the College Act, the College is currently governed by a transitional Board of Directors which oversees the approval of the initial College By-laws and other procedures. This transitional period will end when the Minister issues a final order setting the number and composition of the final College Board of Directors and prescribes a date by which the new Board must be in office.

The College has enhanced powers to regulate the immigration consulting profession in the public interest, including new authority to investigate and pursue unauthorized practitioners. These changes support better protection of Canadians, newcomers, and licensed immigration consultants. Obtaining the statutory authority to regulate itself under the College Act marks a key milestone in the development and regulation of the profession.

The College Act requires the establishment of a fund to compensate persons who have been adversely affected by the conduct or activities of a licensee. At the date of these financial statements the compensation fund has not yet been established by the Ministry of Immigration, Refugees and Citizenship Canada.

College of Immigration and Citizenship Consultants

Notes to the Financial Statements

June 30, 2024

2. Significant accounting policies

The College Act, under which the Organization was continued, provides the Minister (as defined in the College Act) with certain rights related to the Organization's board. Management obtained an opinion from independent external legal counsel on whether the Organization is controlled by the government and the appropriate application of accounting standards. Based on this legal opinion, the Organization reports in accordance with Accounting Standards for Not-for-Profit Organizations (ASNPO). The significant accounting policies are detailed as follows:

Basis of presentation

For financial statement purposes, the accounts of the College have been classified into the following funds:

Invested in Capital Assets

Invested in Capital Assets represents the assets, liabilities, revenue and expenses related to the College's capital assets, including acquisitions and dispositions.

Reserve for Transition to College

The internally restricted Reserve for Transition to College was established by the Board of Directors to provide support for the transition of the former Council to the College.

Reserve for IT Infrastructure Development

The internally restricted Reserve for IT Infrastructure Development was established by the Board of Directors to provide support for review and upgrade of the information technology ("IT") infrastructure.

Reserve for Directors' and Officers' and Immunity from Civil Liability Coverage

The internally restricted Reserve for Directors' and Officers' and Immunity from Civil Liability Coverage was established by the Board of Directors to self-fund or provide additional D&O insurance coverage and to provide protection from civil litigation.

Reserve for Professional Conduct

The internally restricted Reserve for Professional Conduct was established by the Board of Directors to provide support for estimated future expenses associated with discipline cases. Such amounts are to be adjusted for the estimated amount at each fiscal year end of June 30th thereafter. At June 30, 2024 management has adjusted this amount to be \$1.6 million.

Unrestricted

Assets, liabilities, revenues and expenses relating to all other activities are reported in the Unrestricted Fund.

Revenue recognition

Non-refundable licensee fees are deferred and recognized as revenue over the term of the licensed period.

Examination and program revenue, cancellation fees and other income are recognized when services are performed and collection is reasonably assured. Interest income is recognized when earned.

College of Immigration and Citizenship Consultants

Notes to the Financial Statements

June 30, 2024

2. Significant accounting policies (continued)

Capital assets

Capital assets are recorded at cost less, where applicable, any accumulated amortization and impairment losses. Amortization is charged to expenditures on straight line basis over the estimated useful life of the asset on the following basis:

Computer equipment	3 years
Office equipment	3 years
Furniture and fixtures	5 years
Leasehold improvements	5 years
Information and communication technology equipment	7 years

The College reviews capital assets for impairment whenever events or changes in circumstances indicate that the carrying value may not be recoverable. When indicators of impairment exist, and the carrying value is greater than the net recoverable amount, an impairment loss is recognized to the extent that fair value is below carrying value.

Financial instruments

The College considers any contract creating a financial asset, liability or equity instrument as a financial instrument, except in certain limited circumstances. The College accounts for the following as financial instruments:

- cash
- short term investments
- accounts receivable
- accounts payable

Financial assets or liabilities are initially measured at their fair value when issued or acquired. Fair value is the amount of consideration that would be agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act. The College subsequently measures all of its financial assets and financial liabilities at amortized cost (less impairment in the case of financial assets).

For financial assets measured at cost or amortized cost, the College regularly assesses whether there are any indications of impairment. If there is an indication of impairment, and the College determines that there is a significant adverse change in the expected timing or amount of future cash flows from the financial asset, it recognizes an impairment loss in the statement of operations. Any reversals of previously recognized impairment losses are recognized in operations in the year the reversal occurs.

College of Immigration and Citizenship Consultants

Notes to the Financial Statements

June 30, 2024

2. Significant accounting policies (continued)

Use of estimates

The preparation of financial statements in accordance with ASNPO requires management to make estimates and assumptions that affect the recognition, measurement and disclosure of amounts reported in the financial statements and accompanying notes. The reported amounts and note disclosures are determined using management's best estimates based on assumptions that reflect the most probable set of economic conditions and planned course of action. Significant estimates include the valuation of accounts receivable and estimated useful life of capital assets. Actual results may differ from such estimates.

3. Short term investments

	<u>2024</u>	<u>2023</u>
GICs	\$ 18,711,015	\$ 12,544,515
Term deposit	<u>-</u>	<u>1,110,911</u>
	<u>\$ 18,711,015</u>	<u>\$ 13,655,426</u>

Investments consist of guaranteed investment certificates (GICs) bearing interest between 4.95% to 5.90% (2023 – 2.45% to 5.27%) and maturing between July 8, 2024 and April 16, 2025 (2023 – between July 6, 2023 and March 4, 2024). Investments also included term-deposits bearing interest at 4.6% matured during the year on September 27, 2023.

4. Capital assets

	<u>2024</u>	<u>2023</u>		
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net Book Value</u>	<u>Net Book Value</u>
Computer equipment	\$ 401,285	\$ 235,427	\$ 165,858	\$ 270,245
Office equipment	184,359	19,036	165,323	434
Furniture and fixtures	205,356	29,238	176,118	13,356
Leasehold improvements	1,260,102	126,011	1,134,091	-
Information and communication technology equipment	<u>46,018</u>	<u>46,018</u>	<u>-</u>	<u>8,995</u>
	<u>\$ 2,097,120</u>	<u>\$ 455,730</u>	<u>\$ 1,641,390</u>	<u>\$ 293,030</u>

College of Immigration and Citizenship Consultants

Notes to the Financial Statements

June 30, 2024

5. Accounts payable and accrued liabilities

Included in accounts payable and accrued liabilities are government remittances payable of \$Nil (2023 - \$Nil).

6. Governance

The Board of Directors is responsible for providing governance oversight to management in the affairs of the College. The Board consists of 9 directors, 5 of whom were appointed by the Minister of Immigration, Refugees and Citizenship Canada and 4 who were elected to the Council Board and continued to the College Board. Board and Committee Members are compensated as follows:

- Board Chair - \$2,000 per month.
- Board Vice Chair - \$700 per month.
- Directors - \$80 per hour for attending Board meetings; \$50 per hour for attending Committee and task force meetings to a maximum of \$1,809 for one year.
- Committee members who are not Directors are compensated at a rate of \$50 per hour to a maximum of \$1,809 for one year.

Governance expense consists of the following:

	<u>2024</u>	<u>2023</u>
Directors' fees	\$ 95,533	\$ 80,618
Board meetings and travel	<u>326,337</u>	<u>362,237</u>
	<u>\$ 421,870</u>	<u>\$ 442,855</u>

7. Commitments

Future minimum annual commitments under operating leases for premises are approximately as follows:

2025	\$ 301,147
2026	310,081
2027	310,081
2028	310,081
2029	<u>129,924</u>
	<u>\$ 1,361,314</u>

College of Immigration and Citizenship Consultants

Notes to the Financial Statements

June 30, 2024

8. Financial instruments

The College is exposed to various risks through its financial instruments. The following analysis provides a measure of the College's risk exposures and concentrations at June 30, 2024.

(a) Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The College's main credit risks relate to its accounts receivable. Accounts receivable is shown net of an allowance for doubtful accounts of \$1,952,291 (2023 - \$914,497).

(b) Liquidity risk

Liquidity risk is the risk that the College will encounter difficulty in meeting the obligations associated with its financial liabilities. Liquidity risk includes the risk that, as a result of operational liquidity requirements, the College will not have sufficient funds to settle transactions on the due date; will be forced to sell financial assets at a value which is less than what they are worth; or may be unable to settle or recover a financial asset. Liquidity risk arises from accounts payable.

The College continues to focus on maintaining adequate liquidity to meet operating working capital requirements and capital expenses. The College prepares budgets and cash flow forecasts to ensure it has sufficient funds to fulfil its obligations.

(c) Market risk

Market risk is the risk that the fair value or expected future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency risk, interest rate risk and other price risk. The College is mainly exposed to interest rate risk.

Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The College is exposed to interest rate risk on its short term investments and manages this risk by investing in low risk instruments like GICs.

9. Comparative figures

Certain comparative figures have been reclassified from those previously presented to conform to the presentation of the 2024 financial statements.





**College of Immigration
and Citizenship Consultants**

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