

# **SPECIALIZATION EXAM CANDIDATE GUIDE**

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College of Immigration and Citizenship Consultants  
Collège des consultants en immigration et en citoyenneté

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## 1. INTRODUCTION

The Specialization Exam is a requirement for Regulated Canadian Immigration Consultants (RCICs) who graduated from an Immigration Practitioner Program (IPP) that wish to obtain the RCIC-IRB class of licence. RCICs must complete the exam successfully as part of their licensing process. The purpose of the Specialization Exam is to confirm that RCICs who have not completed the new Graduate Diploma Program have the required knowledge, skills, and judgment to practise before the Immigration and Refugee Board of Canada (IRB).

## 2. QUICK FACTS

- You are responsible for completing the exam application, including the qualifying pathway, in advance of the exam so that there is sufficient time for your application to be reviewed by the College.
- You will be presented with 95 multiple-choice questions and 95 case-based multiple-choice questions for a total of 190 questions. The exam must be completed within a 4-hour time limit and is a closed-book exam.
- Provided you meet the application requirements for each exam attempt, you may write the exam a maximum of 4 times.
- Requests for assessment accommodations will be considered on an individual basis.
- You may not attempt the Specialization Exam until your application has been approved and all invoices have been paid.

## 3. KEY POINTS FOR THE EXAM DAY

- If you are writing the exam via a virtual proctor, log into the virtual proctoring site 3 minutes before the scheduled start of your session and be prepared to wait up to 45 minutes for the proctor to start your exam.
- If you are scheduled to write the exam with an in-person proctor at an exam centre, arrive 30 minutes before your exam is scheduled to start.
- Be prepared to show original government-issued photo identification.
- The Specialization Exam is a closed-book exam. During the exam, you will not be allowed to access other electronic or computer-based reference materials, including other websites or e-books on the same computer.

If you have any questions about the Specialization Exam that are not answered in this guide, please contact [registration@college-ic.ca](mailto:registration@college-ic.ca).

## 4. SPECIALIZATION EXAM BLUEPRINT

The Specialization Exam Blueprint specifies the requirements and guidelines on how the competencies are to be represented within the exam and the specific parameters of the exam itself (for the latter, see section 2).

The table below shows the percentage of questions coming from each competency area. Competencies have been developed for RCICs to capably consult on matters related to Canadian immigration and citizenship law.

A fundamental component of a formal approach to exam development is a thorough description of the content domain being measured. The competencies outlined in this document define the content domain requirements for the development of the exam. It is important that you take the time to review both the [Essential Competencies for RCIC Practice](#) and the percentage of questions on the exam presented by competency category. This information will help you better prepare for the Specialization Exam.

Competency	Approximate Percentage of Scored Questions on Form
<p><b>1. Foundational Knowledge</b> RCICs apply knowledge of the Canadian legal framework and immigration legislation and regulations to provide competent client services.</p>	17.6%
<p><b>2. Case Management</b> RCICs apply relevant legislation at each stage of the immigration process in a timely manner to protect the clients' immigration status and eligibility.</p>	19.2%
<p><b>3. Legal Research and Informatics</b> RCICs conduct research using information technology sources to support the formation of the legal strategy.</p>	8.8%
<p><b>4. Business Management and Leadership</b> RCICs demonstrate principles of leadership and management to establish and maintain competent and ethical immigration and citizenship consulting practices.</p>	12.8%

<b>Competency</b>	<b>Approximate Percentage of Scored Questions on Form</b>
<b>5. IRB and Administrative Tribunals</b> RCICs demonstrate the competence required to engage in activities related to the tribunal processes of the Immigration and Refugee Board (IRB).	8.8%
<b>6. Professionalism</b> RCICs adhere to the Code of Professional Conduct for the profession to provide competent and ethical services.	8.8%
<b>7. Cultural Competence</b> RCICs apply principles of cultural awareness to effectively interact with different individuals and to positively impact relationships with the clients.	6.4%
<b>8. Communication, Counselling and Advocacy</b> RCICs use effective communication, counselling, and advocacy skills to achieve common goals and enhance relationships in the provision of services.	11.2%
<b>9. Critical Thinking, Problem Solving, and Evidence-Based Practice</b> RCICs integrate critical thinking and problem solving to inform decisions and actions.	6.4%

The College has implemented a 90-day cut-off to prepare each exam in a timely fashion. Any changes to the immigration and citizenship legislation, regulations, and government policies and procedures made 90 days prior to an exam will not be reflected in the exam questions.

## 5. SCORING THE SPECIALIZATION EXAM

The College applies the Bookmark method methodology to set the pass mark for the RCIC Specialization Exam. The Bookmark method is widely used for setting standards on entry-to-practice exams. This is a test-centered, criterion-referenced method where experts review test items and provide judgments as to the adequate level of performance on those test items.

The Bookmark method involves the participation of a panel of RCIC subject matter experts. The panel examines test items and estimates the probability that a minimally competent licensee will correctly answer the items. The process involves an item-mapping procedure where items are ordered from the easiest item to the most difficult item. Panelists are asked to place a bookmark at the point at which they believe a minimally proficient licensee would no longer correctly answer the subsequent items presented. This selected placeholder corresponds to the cut score. This method considers expert decisions with measurement models (item difficulty) in determining the cut scores.

There is no pre-set pass/fail quota for the exam. All test items on the exam undergo a complete item analysis to help ensure that RCICs' final scores are both fair and reliable. Any test item failing to perform in the anticipated manner is eliminated from scoring and the total minimum performance level (or pass mark) for the exam is adjusted accordingly for all RCICs. Each successful licensee's performance must meet or exceed the final pass mark.

## 6. ANSWERING MULTIPLE-CHOICE QUESTIONS

- The questions will be based on the exam blueprint described above, so you will know what to expect. Each question consists of 4 options: 1 correct answer and 3 options that are plausible but incorrect.
- Your task is to select the BEST answer from those listed. Do not concern yourself if a choice you were expecting is not listed and be aware that the choices are written to seem plausible or possible.
- The questions are not designed to "trick" you. Do not overthink your responses.
- Incorrect answers or "distractors" are often based on common misconceptions.
- There is no penalty for guessing or selecting an incorrect answer. It is best to answer ALL questions, even if you are unsure.
- When you have finished, and if you have sufficient time, review any questions about which you are unsure. Information you read in later questions may jog your memory about content of earlier questions.

## 7. EXAM DAY EXPECTATIONS

1. Virtual exam – You are responsible for creating your ProctorU account using the same email address provided for your exam application. Once you are approved to write the Specialization Exam and have paid all invoices, you are responsible for scheduling your online proctoring session within the chosen window. If you do not do so, your exam attempt may be considered forfeited.

2. Virtual exam – You are responsible for ensuring the environment of your exam room and your designated workstation within it meet the following standards:
  - a. No other person or persons should be present.
  - b. Dogs, cats, and similar pets should be secured in another room to avoid distraction.
  - c. All television, radio, or other noise-making technology must be turned off and secured (if the device is in another room, you may still wish to have it off as the online proctor monitors ambient sounds).
  - d. The door to your exam room must be closed and remain closed.
  - e. Your exam room should be set up so that the door is behind you and on camera.
  - f. Other technology and Internet-enabled devices, aside from the computer that you will utilize for your exam, should be removed from the room, such as an iPod, a mobile phone, video camera, smart home device, a smartwatch, etc.
  - g. If your computer only has a built-in webcam, you will need to have a small mirror available in the room which you can use to reflect the screen of your computer to the proctor before your exam starts.
  - h. The surface area of the table or desk (your designated workstation) that you will use should be cleared of all clutter aside from your computer, computer peripherals (mouse, keyboard, microphone), your identification, and any explicitly permitted materials.
  - i. The room should be well lit so that you are visible on the video feed. RCICs who are sitting with their back to a window should cover the window before the exam to avoid the moving sunlight causing a glare on the video feed.
3. In-person exam – The exam centre will ensure that the exam room meets the necessary standards.
4. PERMITTED MATERIALS that may be on your designated workstation are:
  - a. A clear, resealable container of water, with no labels
  - b. The computer and necessary peripherals to run your exam (RCICs writing in person will be provided a computer setup by the exam centre). Necessary peripherals are:
    - i. webcam (can be internal),
    - ii. microphone (can be internal),
    - iii. speakers (can be internal),

- iv. mouse or internal mousepad, and
  - v. ONE monitor (if using a laptop, no external monitors may be connected as the internal monitor will be your one monitor).
5. NON-PERMITTED MATERIALS that must be removed from your designated workstation are:
- a. Food or beverages other than water in a clear container
  - b. Any electronic devices including, but not limited to, graphing calculators, Bluetooth headsets, digital wrist watches, cell phones, pagers, PDAs, tablets, laptops, desktops, and secondary monitors.
  - c. Any hardcopy reference materials (books, notes, etc.) or softcopy reference materials (electronic documents, websites, etc.).
  - d. Any other materials or objects that are not explicitly listed as permitted.
6. Virtual exam – You are expected to remove all small, movable nonpermitted materials covered in 5.a, 5.b, 5.c and 5.d from your exam room.
- a. You are not expected to remove large furniture from the exam room. The room should be clean and as free of clutter as possible, with the designated workstation being clutter-free. You should not interact with any other objects in your room.
7. In-person exam – You will be provided a space at the front or back of the exam room to secure your belongings. In some facilities, you will be asked to place your belongings in a secure location outside of the exam room.
- a. Any electronics must be turned off and secured with your belongings.
8. Be on time for the scheduled session of your Specialization Exam. If you are late, you may not be able to take the exam.
- a. Virtual exam – You should turn on your computer at least 10 minutes in advance of your scheduled session to allow time to troubleshoot any computer problems that may occur at startup. You should sign into the virtual proctoring site 2–3 minutes before your exam session is due to begin. Virtual exam sessions cannot be launched early, nor can they be launched if more than 30 minutes have lapsed since the scheduled start time.
  - b. In-person exam – You should arrive at the exam centre at least 30 minutes before the start of the exam, unless otherwise notified by the College, to register and confirm identification. If you choose to enter after the exam has begun and within the 30-minute grace period, you will not be given any additional time to write the exam. If you arrive after 30 minutes from the start of the exam, you will not be admitted into the room and will not be permitted to write the exam.



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- c. A refund will not be issued if you are too late to write the exam.
  9. Have your identification ready for your proctor to verify your identity.
    - a. All licensees have previously provided the College with a valid photo identification such as a driver's licence or passport. Similar identification is to be presented to your proctor on exam day.
    - b. Virtual exam – You will be required to present the original identification as a part of your onboarding process with the virtual proctoring site.
    - c. In-person exam – You must present the proctor with the original identification to be admitted into the exam room.
    - d. If you are unable to present the proctor a valid and recognizable photo identification, your proctor will not launch your Specialization Exam session.
    - e. If the name on your presented identification is later found to not match that on the identification which was previously provided to the College or to be otherwise unacceptable, you may incur an administrative fee of up to \$150, and your exam attempt may be considered forfeited.
  10. Do not become involved in any unfair or dishonest practice before, during or after your exam.
    - a. If you try to cheat, or break the rules in any way, your proctor may end your exam session, and the exam attempt will be considered forfeited.
    - b. Exam content is not to be copied or shared in any way.
    - c. You may only have permitted materials in the exam room.
  11. Do not talk to or try to communicate with any other person during the exam, aside from your proctor as needed.
  12. There are no set breaks during the Specialization Exam. If you must use the restroom, please inform your proctor, and receive approval to do so. Your exam time will not be paused while you do so.
    - a. Virtual exam – You will be asked to resecure your designated exam room once you have returned from the restroom.
    - b. In-person exam – You will be escorted to the restroom by a proctor.
  13. If you leave the exam room without approval by your proctor before the exam has finished, the proctor may terminate the exam or submit the exam on your behalf, and you may not be allowed to resume.

## 8. ASSESSMENT ACCOMMODATIONS

To request assessment accommodations, you must submit the [Assessment Accommodation Request Verification Form](#) (completed by a medical evaluator who is a registered or qualified health care professional) at the same time that you apply for your exam. The application deadline (and the submission of this Form) is based on the exam session you select.

The Assessment Accommodations Information and Assessment Accommodation Request Verification Form (in PDF format) includes the following:

- INFORMATION FOR CANDIDATES – You must read and review this section before proceeding with your assessment accommodation request.
- INFORMATION FOR MEDICAL EVALUATORS – This section must be given to the medical evaluator completing the form on your behalf.
- ASSESSMENT ACCOMMODATION REQUEST VERIFICATION FORM – This form must be fully completed **by your medical evaluator** and submitted as your official assessment accommodation request.

If necessary, your medical evaluator may attach additional documentation to the completed form. All medical documentation must be signed and must include the name, contact information, and licensing/registration number of the medical evaluator.

Your Assessment Accommodation Request Verification Form and any additional documentation must be emailed to [registration@college-ic.ca](mailto:registration@college-ic.ca) as a single PDF when you submit your application for the Specialization Exam.

College staff will review your request and consider it for approval. You will be notified and provided with written confirmation of any assessment accommodations that are to be provided.

If we do not receive adequate notice to consider your request, you will be given the option of sitting the exam without accommodations being made or transferring to the next available exam session.

*For admissions purposes, the College may set limits for any assessment accommodation requests. Accommodations granted to you by other organizations do not guarantee your request will be approved by the College.*

## 9. ETHICAL CONDUCT DURING EXAM

The College maintains strict security over the exam content before, during and after the test to eliminate unfair advantages among RCICs and avoid the cost of replacing the exam questions. Unethical conduct will not be tolerated during the Specialization Exam. Should an RCIC engage in such conduct, the College may terminate their participation in the Specialization Exam and invalidate their Specialization Exam results if they engage in:

- giving or receiving assistance in answering questions during the exam,
- giving or gaining access to questions before or after the exam,
- reproducing exam content in any manner and/or,
- disclosing exam items to others before, during or after the exam.

If the proctor has proof that an RCIC has cheated in any way, including giving or receiving assistance or copying test materials, the proctor is authorized by the College to immediately dismiss the RCIC from the exam.

If a proctor believes that cheating may have occurred, the proctor will report it to the College staff who will investigate the occurrence. If the RCIC is found to have cheated, or if there is sufficient evidence that cheating may have occurred, their test score will be invalidated, and the Registrar will consider the situation.

RCICs must keep the content of the exam, including all questions, scenarios and responses, confidential and private before, during and after the exam. RCICs must not discuss, share, or reproduce contents of the Specialization Exam in any manner before, during or after their own Specialization Exam attempt to maintain and protect the security and integrity of the exam. RCICs must sign a declaration to acknowledge and agree to comply with these security measures. Failure to comply may result in a referral to the Registrar who will determine an appropriate course of action.

## **10. RELEASE OF EXAM RESULTS**

The results will be sent to your email address on record approximately 8 weeks after completing the exam.

The College reports the exam result as pass or fail. If your score is lower than the passing mark, you will receive a fail result on the exam. It is the total score that determines whether the result is a pass or fail. A pass may be achieved despite a deficiency in one or more categories.

The College sets the pass mark for each exam using the Bookmark method (see section 5). As the number of exam questions may vary from one exam sitting to the next, the passing criteria are different for each exam.

## **11. NUMBER OF ALLOWED EXAM ATTEMPTS**

You may attempt the exam a maximum of 4 times. The dates for the upcoming Specialization Exam sessions can be found on our [website](#).

If you fail the first attempt of the exam, you are entitled to apply for a second attempt beginning with the next scheduled exam session. Each application for an additional attempt will be reviewed for approval based on the application requirements at the time the new application is submitted, not the requirements that were active at the time of the first attempt.

Each time you start to write the exam, the attempt is considered one writing of the exam, regardless of how much of the exam you complete or how long you have sat down to write it.

If you are granted a compassionate waiver to reschedule your exam date, you will not be considered to have completed an attempt. Similarly, declined applications do not count as attempts.

## APPENDIX A – REFERENCE MATERIALS

Check the College’s website for:

- the [Code of Professional Conduct](#)
- the [Practice Management Education \(PME\) Regulation \(Client Account Regulation, etc.\)](#)

<b>Agreements</b>	
Canada–Québec Accord relating to Immigration and Temporary Admission of Aliens	<a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/policies-operational-instructions-agreements/agreements/federal-provincial-territorial/quebec/canada-quebec-accord-relating-immigration-temporary-admission-aliens.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/policies-operational-instructions-agreements/agreements/federal-provincial-territorial/quebec/canada-quebec-accord-relating-immigration-temporary-admission-aliens.html</a>
Safe Third Country Agreement	<a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/policies-operational-instructions-agreements/agreements/safe-third-country-agreement.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/policies-operational-instructions-agreements/agreements/safe-third-country-agreement.html</a>
Canada-United States-Mexico Agreement (CUSMA)	<a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/temporary-residents/foreign-workers/international-free-trade-agreements/cusma.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/temporary-residents/foreign-workers/international-free-trade-agreements/cusma.html</a>

<b>Immigration, Refugees and Citizenship Canada (IRCC)</b>	
Operational instructions and guidelines	<a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals.html</a>

<b>Department of Justice, Consolidated statutes and regulations of Canada</b>	
<i>Canadian Charter of Rights and Freedoms, Part I of the Constitution Act, 1982</i>	<a href="https://laws-lois.justice.gc.ca/eng/Const/page-12.html">https://laws-lois.justice.gc.ca/eng/Const/page-12.html</a>
<i>Citizenship Act</i>	<a href="http://laws-lois.justice.gc.ca/eng/acts/C-29/">http://laws-lois.justice.gc.ca/eng/acts/C-29/</a>
Citizenship Regulations	<a href="http://laws-lois.justice.gc.ca/eng/regulations/SOR-93-246/">http://laws-lois.justice.gc.ca/eng/regulations/SOR-93-246/</a>
<i>College of Immigration and Citizenship Consultants Act</i>	<a href="https://laws-lois.justice.gc.ca/eng/acts/C-33.6/">https://laws-lois.justice.gc.ca/eng/acts/C-33.6/</a>
<i>Immigration and Refugee Protection Act</i>	<a href="http://laws.justice.gc.ca/eng/acts/i-2.5/">http://laws.justice.gc.ca/eng/acts/i-2.5/</a>
Immigration and Refugee Protection Regulations	<a href="http://laws-lois.justice.gc.ca/eng/regulations/sor-2002-227/">http://laws-lois.justice.gc.ca/eng/regulations/sor-2002-227/</a>

<b>Employment and Social Development Canada (ESDC)</b>	
Temporary Foreign Workers Program	<a href="https://www.canada.ca/en/employment-social-development/services/foreign-workers.html">https://www.canada.ca/en/employment-social-development/services/foreign-workers.html</a>

<b>Immigration and Refugee Board of Canada (IRB)</b>	
IRB	<a href="http://www.irb-cisr.gc.ca/Eng/Pages/index.aspx">http://www.irb-cisr.gc.ca/Eng/Pages/index.aspx</a>
Immigration Appeal Division Rules	<a href="http://laws.justice.gc.ca/eng/regulations/SOR-2002-230/index.html">http://laws.justice.gc.ca/eng/regulations/SOR-2002-230/index.html</a>
Immigration Division Rules	<a href="http://laws.justice.gc.ca/eng/regulations/SOR-2002-229/index.html">http://laws.justice.gc.ca/eng/regulations/SOR-2002-229/index.html</a>
Refugee Appeal Division Rules	<a href="https://laws.justice.gc.ca/eng/regulations/SOR-2012-257/index.html">https://laws.justice.gc.ca/eng/regulations/SOR-2012-257/index.html</a>
Refugee Protection Division Rules	<a href="https://laws.justice.gc.ca/eng/regulations/SOR-2012-256/index.html">https://laws.justice.gc.ca/eng/regulations/SOR-2012-256/index.html</a>

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## **APPENDIX B – COMPETENCIES**

### **Unit 1: Foundational Knowledge**

RCICs apply knowledge of the Canadian legal framework and immigration legislation and regulations to provide competent client services.

Competency	Performance Indicators
<p><b>1.1 Demonstrates knowledge of the Canadian legal system.</b></p>	<p><b>1.1.1</b> Summarizes the Canadian justice system and the authority and scope of each division.</p> <p><b>1.1.2</b> Explains the historical underpinnings of Canadian immigration and citizenship law.</p> <p><b>1.1.3</b> Differentiates the functions and powers of the various federal departments and agencies which have a role in immigration and citizenship matters.</p> <p><b>1.1.4</b> Articulates how the legislation and regulations are created and amended by parliament and provincial legislations.</p> <p><b>1.1.5</b> Applies the meaning of standard and burden of proof related to Canadian immigration law and citizenship.</p>
<p><b>1.2 Applies knowledge of the principles of administrative law.</b></p>	<p><b>1.2.1</b> Summarizes the body of law that regulates the activities and operations of governments and governmental agencies in Canada.</p> <p><b>1.2.2</b> Explains the meaning of discretion in administrative law and how it must be exercised in various contexts.</p> <p><b>1.2.3</b> Explains the role of judicial review in ensuring that the executive branch of government follows the principles of administrative law.</p> <p><b>1.2.4</b> Applies the relevant rules of procedural fairness to different immigration law and citizenship contexts.</p>
<p><b>1.3 Interprets Canadian immigration and refugee legislation, regulations, and policies.</b></p>	<p><b>1.3.1</b> Interprets the relevant sections of the <i>Immigration and Refugee Protection Act (IRPA)</i>, <i>Immigration and Refugee Protection Regulations (IRPR)</i>, <i>Citizenship Act</i>, <i>Citizenship Regulations</i>.</p> <p><b>1.3.2</b> Demonstrates knowledge of the refugee determination system in Canada and refugee resettlement system abroad.</p> <p><b>1.3.3</b> Identifies issues and concerns warranting special relief for humanitarian and compassionate applications and considerations.</p>



Competency	Performance Indicators
	<p><b>1.3.4</b> Accurately applies immigration, refugee and citizenship legislation, regulation, policies to various cases.</p> <p><b>1.3.5</b> Summarizes the requirements and processes of the different provinces' and territories' immigration programs.</p>
<p><b>1.4 Differentiates the principal categories and classes of temporary and permanent immigration.</b></p>	<p><b>1.4.1</b> Identifies the temporary and permanent residence categories and classes.</p> <p><b>1.4.2</b> Analyzes the requirements, procedures and limitations for each category and class of immigration.</p> <p><b>1.4.3</b> Explains how the rights and obligations of Canadian citizens differ from those of non-citizens (permanent residents or foreign nationals).</p>
<p><b>1.5 Synthesizes and applies case law to various immigration and citizenship cases.</b></p>	<p><b>1.5.1</b> Identifies the main elements of case law including purpose, facts, issues, law, ratio decidendi, decision and disposition.</p> <p><b>1.5.2</b> Identifies the leading cases that impact Canadian immigration, refugees and citizenship.</p> <p><b>1.5.3</b> Applies the leading cases to client situations and legal issues.</p>
<p><b>1.6 Analyzes the various grounds of inadmissibility and how the grounds are applied in a variety of contexts.</b></p>	<p><b>1.6.1</b> Interprets the sections of the IRPA, IRPR, the Charter of Rights and Freedoms and other relevant sources of law pertaining to inadmissibility, removal and detention.</p> <p><b>1.6.2</b> Summarizes the categories of inadmissibility related to: criminality; organized criminality; security; human or international rights violations; health; financial reasons; misrepresentation; non-compliance; and inadmissible family members.</p> <p><b>1.6.3</b> Recognizes criminal equivalency to Canadian Criminal Code.</p> <p><b>1.6.4</b> Identifies the exemption criteria for inadmissibility and the actions required to overcome inadmissibility.</p>

Competency	Performance Indicators
	<p><b>1.6.5</b> Recognizes and analyzes the impact of inadmissibility on the client and their situation.</p> <p><b>1.6.6</b> Advises the client on the consequences and the exemptions that apply to each inadmissibility ground.</p> <p><b>1.6.7</b> Considers remedies associated with inadmissibility prior to submitting an application.</p> <p><b>1.6.8</b> Identifies when a client’s inadmissibility cannot be overcome.</p> <p><b>1.6.9</b> Summarizes the actions the government may take when a client is deemed inadmissible, including arrest, detention and removal.</p>
<p><b>1.7 Applies immigration enforcement legislation and related activities to client situations and issues.</b></p>	<p><b>1.7.1</b> Interprets the sections of the IRPA, IRPR, the Charter of Rights and Freedoms and other relevant sources of law pertaining to removal and detention.</p> <p><b>1.7.2</b> Distinguishes the different government agencies and tribunals that are involved in enforcement and analyzes the relationships between them.</p> <p><b>1.7.3</b> Explains the requirements for entering and remaining in Canada as related to enforcement.</p> <p><b>1.7.4</b> Considers the social context in which immigration detention takes place.</p> <p><b>1.7.5</b> Develops and executes strategies to obtain the release of clients in detention.</p> <p><b>1.7.6</b> Demonstrates an understanding of the recourses available for clients facing removal.</p> <p><b>1.7.7</b> Prepares effective pre-removal risk assessment and deferral request applications.</p> <p><b>1.7.8</b> Locates, interprets, and applies statutory frameworks, regulations, divisional rules, guidelines or other policy instruments, and case law governing refugee protection claims in Canada.</p>

Competency	Performance Indicators
<p><b>1.8 Identifies global issues that have an influence on Canadian immigration policies and directives.</b></p>	<p><b>1.8.1</b> Explains the historical context that has influenced Canadian immigration policy (e.g. macro world immigration and migration patterns, globalization, etc.).</p> <p><b>1.8.2</b> Uses a variety of resources to research humanitarian issues and cultural bias that may impact the client situation and legal issues.</p> <p><b>1.8.3</b> Considers the impact of international relations, treaties and agreements on the client’s situation and legal issues.</p>

## Unit 2: Case Management

RCICs apply relevant legislation at each stage of the immigration process in a timely manner to protect the clients’ immigration status and eligibility.

Competency	Performance Indicators
<p><b>2.1 Conducts a preliminary assessment of the client's profile and needs to determine the appropriate approach to the case.</b></p>	<p><b>2.1.1</b> Verifies the person's identity and reason for the inquiry.</p> <p><b>2.1.2</b> Gathers enough information from the person to determine whether to initiate or decline services or to refer to another professional or service.</p> <p><b>2.1.3</b> Assesses own competence to provide the services required by the client.</p>
<p><b>2.2 Engages in a process to ensure the client is fully informed and able to make a decision whether to proceed with the RCIC's professional services and enter into a retainer agreement.</b></p>	<p><b>2.2.1</b> Determines the client's capacity to reasonably understand the information presented or seeks a substitute decision-maker if client is deemed incapable.</p> <p><b>2.2.2</b> Discusses with the client the different options, potential and actual barriers and risks, and alternative course(s) of action.</p> <p><b>2.2.3</b> Discusses with the client the anticipated timelines and milestones to ensure the client has realistic expectations of the process.</p> <p><b>2.2.4</b> Advises the client of the RCIC's scope of practice, personal competence and practice limitations.</p> <p><b>2.2.5</b> Communicates fees and payment structure, ensuring the client has an accurate understanding of the anticipated cost for services, and any anticipated cost adjustments.</p> <p><b>2.2.6</b> Explains the client's responsibilities, particularly truth-telling, and the consequences of breach of client obligations.</p> <p><b>2.2.7</b> Ensures the client fully understands the contents of the retainer agreement and their obligations in the professional relationship.</p> <p><b>2.2.8</b> Provides the retainer agreement in English/French following regulatory standards.</p> <p><b>2.2.9</b> Recommends and allows the client sufficient time to obtain independent legal advice or to translate the retainer agreement into another language.</p>

<p><b>2.3 Acquires accurate and authentic documentation to support the application process.</b></p>	<p><b>2.3.1</b> Conducts a comprehensive interview with the client and relevant others to collect information pertaining to the immigration, refugees or citizenship process and that could impact the client's application or their current immigration status.</p> <p><b>2.3.2</b> Obtains and reviews documentation to verify the accuracy of the client's oral account of their situation.</p> <p><b>2.3.3</b> Collects documents required for the application process according to legislative requirements and government policies.</p> <p><b>2.3.4</b> Identifies ambiguities, gaps or discrepancies in client information or documentation and advises how to address them.</p> <p><b>2.3.5</b> Assesses client information and documents for completeness, accuracy, validity, and authenticity before submitting to officials.</p>
<p><b>2.4 Conducts legal research to construct a legal argument and discuss options with the client.</b></p>	<p><b>2.4.1</b> Poses research questions to inform the legal research need.</p> <p><b>2.4.2</b> Analyzes and synthesizes research information to determine the legal framework of the case.</p> <p><b>2.4.3</b> Weighs the different options and analyses the client's situation and eligibility, to determine the most appropriate strategy.</p> <p><b>2.4.4</b> Discusses the option(s) with the client ensuring the client's understanding of the benefits, and any risks or alternative approaches.</p> <p><b>2.4.5</b> Recommends a legal strategy based on the analysis of legal research and the client's circumstances.</p>

<b>2.5 Completes and submits all required documents and materials in a timely manner.</b>	<p><b>2.5.1</b> Follows government policies and operational instructions and guidelines to accurately complete the application and to submit the required documents.</p> <p><b>2.5.2</b> Integrates evidence, legal findings and policy information into writing submissions.</p> <p><b>2.5.3</b> Emphasizes critical aspects of the case and salient issues in an objective manner.</p> <p><b>2.5.4</b> Prepares a submission letter that outlines key case information, supports case strategy, and advocates in the best client’s interest.</p> <p><b>2.5.5</b> Ensures timely submission of documents and materials to the government agency.</p>
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<p><b>2.6 Demonstrates ethical behaviours when withdrawing from representation and terminating the retainer agreement.</b></p>	<p><b>2.6.1</b> Continues to provide services to a client only when it continues to be indicated, effective, and beneficial.</p> <p><b>2.6.2</b> Recognizes situations when services or agreements require adjustment or termination.</p> <p><b>2.6.3</b> Recognizes when a serious loss of confidence occurs between the RCIC and the client and takes action to either resolve the issue or initiate steps to end the relationship.</p> <p><b>2.6.4</b> Recognizes when service can be terminated without further responsibilities or obligations.</p> <p><b>2.6.5</b> Recognizes when termination of the relationship would jeopardize the client’s application.</p> <p><b>2.6.6</b> Makes a referral to another professional and creates a transition plan to ensure that termination does not prejudice the client’s case.</p> <p><b>2.6.7</b> Communicates to the client the decision to terminate, the reason for termination, and a timeline with a plan for transition.</p> <p><b>2.6.8</b> Delivers to the client all documents, files and property that belong to the client.</p> <p><b>2.6.9</b> Promptly renders account for any outstanding fees and disbursements and refunds any unused or due funds not earned during the retainer.</p> <p><b>2.6.10</b> Notifies the client in writing of the withdrawal of representation to any government agency where the RCIC’s name appears as representative for the client.</p> <p><b>2.6.11</b> Co-operates with the successor so as to minimize expense, delay and prejudice to the client.</p>
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<p><b>2.7 Proficiently uses a customer relationship management system and practice management databases.</b></p>	<p><b>2.7.1</b> Demonstrates proficient use of electronic case/file management operating systems and databases used in the RCIC practice.</p> <p><b>2.7.2</b> Seeks guidance from technology advisors or experts when requirements are beyond personal competence.</p> <p><b>2.7.3</b> Ensures Customer Relationship Management and Practice Management databases meet regulatory requirements for documentation, file management, record retention and security.</p>
<p><b>2.8 Maintains a logical file management system to ensure access to and timely retrieval of information and to support case management.</b></p>	<p><b>2.8.1</b> Creates a file management system that supports easy and timely retrieval and use of client information and documents.</p> <p><b>2.8.2</b> Collects only personal health information that is necessary and pertinent to the purpose of the collection.</p> <p><b>2.8.3</b> Maintains a current list of the required documents and documents received from clients and third parties to maintain an up-to-date case file.</p> <p><b>2.8.4</b> Regularly reviews and updates file management systems to ensure they meet current privacy legislation, regulatory standards and industry practices.</p> <p><b>2.8.5</b> Ensures active files are stored separately from closed files.</p> <p><b>2.8.6</b> Develops and implements a plan for management of client records for planned or unexpected discontinuation of practice to ensure client access to their records.</p>



<p><b>2.9 Maintains accurate and current client records and documentation according to regulatory requirements.</b></p>	<p><b>2.9.1</b> Accurately and concisely completes applications and government documents according to current operational instructions and guidelines from authorities.</p> <p><b>2.9.2</b> Maintains accurate and current client case documents including but not limited to:</p> <ul style="list-style-type: none"> <li>• the retainer agreement and a copy of all other relevant agreements (e.g. Initial Consultation Agreement and any Joint Retainer Agreement);</li> <li>• copies of all supporting documents related to the immigration application (e.g. police clearance, marriage certificate, academic transcripts, certified translation of documents, etc.);</li> <li>• notations of or a copy of all client correspondences and the associated outcomes of the correspondences;</li> <li>• copies of client property;</li> <li>• copies of billing documents (e.g. invoices, receipts);</li> <li>• a copy of the client’s written authorization of designate/substitute decision-maker, where applicable;</li> <li>• copies of draft documents; and</li> <li>• copies of immigration or citizenship applications or submissions on behalf of a client.</li> </ul> <p><b>2.9.3</b> Maintains copies of any Agent Agreements.</p> <p><b>2.9.4</b> Maintains a record of all client property and documents received, including the date of receipt and the date the property was returned to the client.</p> <p><b>2.9.5</b> Maintains a record that proves reception of the client’s property along with the date of reception and an acknowledgement of receipt of all the property. Where acknowledgement is not received a notation in the client record must indicate that all efforts were made to obtain acknowledgement of receipt of the client’s property.</p> <p><b>2.9.6</b> Ensures invoices accurately reflect and outline the services rendered.</p>
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### Unit 3: Legal Research and Informatics

RCICs conduct research using information technology sources to support the formation of the legal strategy.

Competency	Performance Indicators
<p><b>3.1 Identifies and prioritizes the legal issues to inform the required legal research.</b></p>	<p><b>3.1.1</b> Examines the facts of the situation to identify the current and potential issues that may arise.</p> <p><b>3.1.2</b> Determines which provisions of statutes, regulations or policy instruments apply.</p> <p><b>3.1.3</b> Considers whether there are potential issues that are not immediately obvious on hearing the facts of the situation.</p> <p><b>3.1.4</b> Prioritizes preliminary issues based on the facts of the situation, the client's request, and applicable legislation.</p> <p><b>3.1.5</b> Determines the need for further information based on the objective of the research.</p>
<p><b>3.2 Determines and locates current and reliable information and applicable law or policies that address the objective of the research.</b></p>	<p><b>3.2.1</b> Identifies reliable research tools to obtain primary and secondary sources of law and other information that is relevant to the issue and the client case.</p> <p><b>3.2.2</b> Locates reliable and current sources of information from a variety of resources.</p> <p><b>3.2.3</b> Locates and follows government operational instructions and guidelines that are applicable to the client case.</p> <p><b>3.2.4</b> Correctly reads legal citations in order to locate the text of the statute or regulation.</p> <p><b>3.2.5</b> Locates the relevant leading cases that are binding and present similar issues and facts to the client's situation.</p>
<p><b>3.3 Proficiently uses government's immigration and citizenship portals, government databases and other credible information technology sources.</b></p>	<p><b>3.3.1</b> Conducts online searches using key search words to find reliable and current sources of information.</p> <p><b>3.3.2</b> Navigates credible legal online databases and immigration websites to access relevant and current</p>

	<p>legislation, regulation, case law, policies, and operational instructions and guidelines.</p> <p><b>3.3.3</b> Navigates the government immigration and citizenship portals to access immigration and citizenship applications, instructions and other documents.</p>
<p><b>3.4 Constructs a legal argument based on legal research on case facts and relevant immigration, refugee and citizenship laws.</b></p>	<p><b>3.4.1</b> Applies relevant sections of the Immigration and <i>Refugee Protection Act</i>, <i>Immigration and Refugee Protection Regulations</i>, <i>Citizenship Act</i> or citizenship regulations to the client case.</p> <p><b>3.4.2</b> Applies the facts of the situation in an ethical and defensible way.</p> <p><b>3.4.3</b> Applies the appropriate law that addresses the client's needs, research objective and identified issues.</p> <p><b>3.4.4</b> Determines the answers to the identified issues and the likely outcome of the client's case.</p> <p><b>3.4.5</b> Accurately cites published literature, computerized sources, statutes, regulations and case law in written and oral communications.</p>

#### **Unit 4: Business Management and Leadership**

RCICs demonstrate principles of leadership and management to establish and maintain competent and ethical immigration and citizenship consulting practices.

Competency	Performance Indicators
<p><b>4.1 Demonstrates leadership skills in the immigration and citizenship consulting profession.</b></p>	<p><b>4.1.1</b> Demonstrates understanding of social situations and team dynamics.</p> <p><b>4.1.2</b> Applies mentoring skills to support others in practice.</p> <p><b>4.1.3</b> Acts as an expert in the Canadian immigration and citizenship field by providing advice and consultation to clients and other professionals.</p> <p><b>4.1.4</b> Recognizes limitations of others and provides support when needed.</p>
<p><b>4.2 Investigates, accesses and determines the consulting/business structure options to support a viable business plan.</b></p>	<p><b>4.2.1</b> Outlines the major steps needed to establish a sole practice or corporation.</p> <p><b>4.2.2</b> Conducts a competitive analysis to determine level of need for services in the region.</p> <p><b>4.2.3</b> Reflects on strengths, skills, potential opportunities, and threats to business, and devises means to mitigate business risks.</p> <p><b>4.2.4</b> Develops a business plan which serves as a guide to the business's operations and communicates the company's purpose and vision.</p> <p><b>4.2.5</b> Establishes an operational budget needed to run the business and to provide services.</p> <p><b>4.2.6</b> Establishes ethical billing practices in keeping with industry standards and regulatory requirements.</p> <p><b>4.2.7</b> Adheres to regulatory requirements for registering a sole proprietorship, partnership, corporation or firm.</p>

	<p><b>4.2.8</b> Adheres to regulatory requirements for registering a business name.</p>
<p><b>4.3 Applies principles of ethical marketing and advertising practices in accordance with regulatory standards.</b></p>	<p><b>4.3.1</b> Ensures that marketing information is truthful, accurate, verifiable and upholds the ethical and professional reputation/image of the profession.</p> <p><b>4.3.2</b> Acts with professional courtesy toward competitors and adheres to the Code of Professional Conduct.</p> <p><b>4.3.3</b> Ensures that all claims used in testimonials or endorsements are true and verifiable and have been reviewed and approved in writing for public use by the client or the former client.</p> <p><b>4.3.4</b> Ensures that the RCIC's name as registered with the College is prominently displayed at or near the beginning of the advertising or promotion.</p>
<p><b>4.4 Prioritizes and manages projects and workflow to ensure timely, efficient, and effective delivery of services.</b></p>	<p><b>4.4.1</b> Establishes realistic and attainable goals and timelines to complete projects and tasks.</p> <p><b>4.4.2</b> Applies project management skills to manage projects and deliverables.</p> <p><b>4.4.3</b> Identifies competing issues and prioritizes according to level of urgency and needs.</p> <p><b>4.4.4</b> Accurately and honestly communicates priority issues and timelines to client and relevant others (e.g. staff, agents, colleagues).</p> <p><b>4.4.5</b> Allocates resources for optimal client service and business operation.</p> <p><b>4.4.6</b> Prioritizes current workload based on client factors, known deadlines and the application process.</p>

	<p><b>4.4.7</b> Tracks timelines and deadlines to monitor progress of the application or services.</p> <p><b>4.4.8</b> Ensures agreed upon deliverables are met within established timelines.</p> <p><b>4.4.9</b> Takes action to ensure continued progress of the application and timely delivery of services.</p> <p><b>4.4.10</b> Maintains contact with the client at stated milestones of the case or process.</p>
<p><b>4.5 Manages human resource activities that adhere to applicable legislation and regulations.</b></p>	<p><b>4.5.1</b> Assigns responsibilities to staff and team members according to professional scope of practice and individual levels of competence.</p> <p><b>4.5.2</b> Takes steps to manage and report incompetent, unethical, and unsafe practice, according to regulatory requirements and standards.</p> <p><b>4.5.3</b> Provides necessary training and professional growth opportunities to support the continuing competence of staff.</p> <p><b>4.5.4</b> Supports staff compliance with applicable laws, policies, procedures, and established systems.</p> <p><b>4.5.5</b> Complies with human resource legislation and regulations.</p> <p><b>4.5.6</b> Provides staff with regular formative feedback to support reflective practice.</p> <p><b>4.5.7</b> Conducts performance reviews of staff that include the provision of constructive feedback and identify required remediation.</p> <p><b>4.5.8</b> Respects the cultural needs of staff and team members.</p> <p><b>4.5.9</b> Obtains informed consent from the client or the substitute decision-maker for the</p>

	involvement of staff and/or others in the provision of services.
<b>4.6 Provides oversight of immigration Agents in accordance to regulatory requirements to ensure ethical, competent, and appropriate services.</b>	<p><b>4.6.1</b> Enters into an Agent Agreement with the Agent that describes the scope of services and working relationship between the Agent and the RCIC.</p> <p><b>4.6.2</b> Registers the Agent with the College.</p> <p><b>4.6.3</b> Assigns tasks that are compatible with the personal competence and scope of practice of the agent to ensure client needs are met.</p> <p><b>4.6.4</b> Takes responsibility for all work completed by the agent(s).</p> <p><b>4.6.5</b> Implements a process to ensure the Agent complies with legislation, regulations, regulatory requirements and the Code of Professional Conduct for the profession.</p> <p><b>4.6.6</b> Obtains client consent for the involvement of the Agent.</p>
<b>4.7 Reviews business practices and performance to ensure efficient and quality service.</b>	<p><b>4.7.1</b> Establishes processes and tools to evaluate the effectiveness of business practices and client service.</p> <p><b>4.7.2</b> Analyses business practices and financial data to support fiscally responsible decision making.</p> <p><b>4.7.3</b> Analyses client interactions and client satisfaction to enhance services.</p>
<b>4.8 Employs conflict resolution skills to effectively manage conflict or disagreement with others.</b>	<p><b>4.8.1</b> Considers own emotions, as well as the emotions of others, to prevent escalation of a situation.</p> <p><b>4.8.2</b> Uses persuasive communication skills to influence and produce a desired outcome</p>

	during negotiations and conflict resolution discussions.
<b>4.9 Utilizes financial management practices that ensure the appropriate provision of client services.</b>	<p><b>4.9.1</b> Maintains accurate, current, and legible financial records that adhere to provincial and federal legislation and regulatory requirements.</p> <p><b>4.9.2</b> Ensures that accounting and/or bookkeeping systems are in place and adhere to legislation and regulations.</p> <p><b>4.9.3</b> Provides clients with and maintains a copy of all invoices and payment receipts.</p> <p><b>4.9.4</b> Clearly outlines fee and payment schedule to clients.</p> <p><b>4.9.5</b> Ensures that fees are fair and reasonable and are clearly communicated to the client.</p>
<b>4.10 Develops and communicates a succession plan for emergencies or unplanned absences, and temporary and permanent cessation of practice, to ensure continuity and continuation of client services.</b>	<p><b>4.10.1</b> Establishes appropriate arrangements for planned and unplanned practice absences, including assigning suitable powers of attorney respecting the practice.</p> <p><b>4.10.2</b> Makes the appropriate arrangements to transfer client records when closing and/or selling practice, according to the standards of the profession.</p> <p><b>4.10.3</b> Documents a succession plan and communicates the arrangement to the appropriate person(s).</p>

## Unit 5: IRB and Administrative Tribunals

RCICs demonstrate the competence required to engage in activities related to the tribunal processes of the Immigration and Refugee Board (IRB).

Competency	Performance Indicators
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<p><b>5.1 Applies the foundational knowledge required to competently advise and represent the client in an IRB procedure.</b></p>	<p><b>5.1.1</b> Identifies and analyses client’s eligibility in relation to each of the 4 Divisions of the IRB (RPD, RAD, IAD, and ID).</p> <p><b>5.1.2</b> Distinguishes the jurisdiction, legal principles and case law, rules, guidelines and relevant policy instruments for the 4 Divisions of the IRB.</p> <p><b>5.1.3</b> Explains the significance of timelines in submissions to each of the 4 Divisions of IRB.</p> <p><b>5.1.4</b> Defines the role and duties of the RCIC in relation to each of the 4 Divisions of IRB.</p> <p><b>5.1.5</b> Distinguishes the standards and burden of proof used for different issues in each of the 4 Divisions of IRB.</p> <p><b>5.1.6</b> Explains the different procedures used by each of the IRB’s 4 Divisions.</p> <p><b>5.1.7</b> Explains the differences between an oral hearing and written submissions, and how these are applied in each of the 4 Divisions of IRB.</p> <p><b>5.1.8</b> Identifies options for seeking special procedural accommodations for vulnerable clients.</p> <p><b>5.1.9</b> Prepares and submits documents in accordance with Division rules.</p>
<p><b>5.2 Develops legal arguments and strategies for the IRB hearing.</b></p>	<p><b>5.2.1</b> Identifies all the legal and factual elements of the client’s case.</p> <p><b>5.2.2</b> Identifies facts and evidence needed to support client’s case.</p> <p><b>5.2.3</b> Identifies issues likely to arise in the hearing.</p> <p><b>5.2.4</b> Constructs a legal argument that supports the client’s legal position and a legal conclusion that benefits the client.</p> <p><b>5.2.5</b> Takes into consideration the standards and burden of proof used for the specific case issue and Division.</p>

	<p><b>5.2.6</b> Develops strategies to proceed with the case.</p> <p><b>5.2.7</b> Follows the current processes for submitting documentary evidence according to the rules of the Division.</p> <p><b>5.2.8</b> Identifies available remedies and advises client accordingly.</p>
<p><b>5.3 Prepares for the appearance before the tribunal.</b></p>	<p><b>5.3.1</b> Identifies need for expert or other witness testimony, affidavits or reports to support the case before IRB.</p> <p><b>5.3.2</b> Obtains written reports or affidavits from experts and witnesses as required.</p> <p><b>5.3.3</b> Identifies and interviews relevant witnesses and experts.</p> <p><b>5.3.4</b> Prepares client and witnesses for the testimony by explaining what happens in the hearing room and the anticipated questions.</p>
<p><b>5.4 Prepares and presents opening statement, examination, re-examination and/or cross-examination, and closing submissions.</b></p>	<p><b>5.4.1</b> Identifies main issues raised by the client's case, including possible concerns of Division members or possible arguments of opposing party, if any.</p> <p><b>5.4.2</b> Demonstrates procedural knowledge and civility in a hearing.</p> <p><b>5.4.3</b> Prepares examinations and/or cross-examinations in support of the client's case and in compliance with applicable rules of evidence and procedure.</p> <p><b>5.4.4</b> Presents submissions coherently and persuasively in both written and oral form, and in accordance with law and good practice.</p>

## Unit 6: Professionalism

RCICs adhere to the Code of Professional Conduct for the profession to provide competent and ethical services.

Competency	Performance Indicators
<p><b>6.1 Demonstrates and maintains competence in practice.</b></p>	<p><b>6.1.1</b> Continuously develops and enhances expertise by seeking feedback from clients and peers.</p> <p><b>6.1.2</b> Stays current and complies with legislation, regulation, professional standards, policies and guidelines.</p> <p><b>6.1.3</b> Anticipates and manages the potential outcomes of own actions or the actions of others.</p> <p><b>6.1.4</b> Recognizes and exercises professional judgment within the limits of individual qualifications.</p> <p><b>6.1.5</b> Recognizes own limitations and seeks support and assistance when needed.</p> <p><b>6.1.6</b> Builds collaborative relationships to encourage professional growth and development.</p> <p><b>6.1.7</b> Collaborates with others, seeks counsel or makes referrals as appropriate.</p> <p><b>6.1.8</b> Keeps current with evolving technology and emerging trends in immigration services.</p> <p><b>6.1.9</b> Identifies need and takes the appropriate steps to maintain and enhance competence.</p> <p><b>6.1.10</b> Engages in Quality Management and continuing professional development activities and experiences as required by the regulatory organization.</p>

**6.2 Demonstrates accountability and integrity in professional behaviours and in practice.**

**6.2.1** Takes responsibility for own actions.

**6.2.2** Recognizes one's limitation and seeks consultation from counsel of the law society or from another RCIC, when needed.

**6.2.3** Conducts client affairs in an efficient and cost-effective manner.

**6.2.4** Refuses to engage in conduct that is dishonest, fraudulent or illegal.

**6.2.5** Applies the facts of the matter in an ethical and defensible way.

**6.2.6** Demonstrates transparent communications with clients and other professionals.

**6.2.7** Responds to the client's and the immigration authority's needs in a timely manner.

**6.2.8** Maintains licence to practise and appropriately uses professional designation.

**6.2.9** Accurately communicates their professional title and designation.

**6.2.10** Respects intellectual property rights, including citation and recognition of the ideas and work of others, regardless of the medium (e.g. written, oral, electronic).

**6.2.11** Provides accurate and truthful information in all communications.

**6.2.12** Reports inappropriate or incompetent behaviours or treatment of clients by other regulated professionals.

**6.2.13** Ensures billing most accurately reflects the character and extent of delivered services.

<p><b>6.3 Ethically manages conflicts of interest to ensure the integrity of the professional relationship.</b></p>	<p><b>6.3.1</b> Recognizes a perceived, potential, or real conflict of interest.</p> <p><b>6.3.2</b> Adequately discloses the conflict of interest to all relevant parties.</p> <p><b>6.3.3</b> Determines the appropriateness to proceed with the provision of services in collaboration with the client and other relevant parties.</p> <p><b>6.3.4</b> Withdraws as the client’s representative when a perceived or real conflict of interest exists, and the conflict cannot be adequately mitigated.</p>
<p><b>6.4 Maintains security and confidentiality when collecting, sharing, transmitting and storing confidential information in accordance with legislation, regulations, and the standards of the profession.</b></p>	<p><b>6.4.1</b> Establishes and monitors compliance with privacy and confidentiality policies according to legislation requirements.</p> <p><b>6.4.2</b> Obtains the client’s consent for the collection, disclosure, storage, and use of personal information.</p> <p><b>6.4.3</b> Takes action to minimize foreseeable risks to privacy and confidentiality of the client’s information.</p> <p><b>6.4.4</b> Takes reasonable measures to ensure personal health information stored locally or remotely is secure from unauthorized access, loss or theft.</p> <p><b>6.4.5</b> Takes required action in response to unauthorized access, use, and disclosure of information.</p> <p><b>6.4.6</b> Ensures safe and secure destruction of personal information.</p> <p><b>6.4.7</b> Ensures the physical security of on-site records by the use of controls such as locked filing cabinets, restricted office access, logging off computers when out of the office, etc.</p>

	<p><b>6.4.8</b> Ensures computer systems meet security, privacy, and confidentiality legislative requirements and professional standards.</p> <p><b>6.4.9</b> Applies security features when sharing or transmitting client’s personal information by electronic communication (e.g. encrypted, password protected, secure network, authenticated sources and destinations).</p> <p><b>6.4.10</b> Follows legislative procedures when directed by law to disclose client’s personal information.</p> <p><b>6.4.11</b> Makes reasonable efforts to notify the individual(s) involved if their information has been lost or stolen or accessed without their authorization.</p>
<p><b>6.5 Recognizes and maintains professional boundaries in practice.</b></p>	<p><b>6.5.1</b> Recognizes warning signs of a potential and/or actual boundary crossing or violation.</p> <p><b>6.5.2</b> Remains alert to the changing nature of interactions with the client.</p> <p><b>6.5.3</b> Avoids inappropriate disclosure of personal information that is non-relevant to the client’s situation or case.</p> <p><b>6.5.4</b> Avoids billing irregularities that may signal special favours.</p> <p><b>6.5.5</b> Recognizes behaviours associated with transference and counter-transference.</p> <p><b>6.5.6</b> Takes action to manage transferences and counter-transferences to support an ethical, effective and appropriate relationship with the client.</p>
<p><b>6.6 Collaborates with other professionals to meet the needs of the client.</b></p>	<p><b>6.6.1</b> Consults with or refers to others when issue(s) or client needs are beyond personal competence or professional scope of practice.</p>

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	<p><b>6.6.2</b> Demonstrates knowledge of other professions' scopes of practice.</p> <p><b>6.6.3</b> Respects other professionals' opinions and professional knowledge.</p> <p><b>6.6.4</b> Builds rapport and trust within professional relationships.</p>
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## Unit 7: Cultural Competence

RCICs apply principles of cultural awareness to effectively interact with different individuals and to positively impact relationships with the clients.

Competency	Performance Indicators
<p><b>7.1 Acknowledges differences in cultural values and priorities among clients.</b></p>	<p><b>7.1.1</b> Builds self-awareness of personal beliefs, values, and cultural biases.</p> <p><b>7.1.2</b> Identifies and explains variations in Canadian culture to client.</p> <p><b>7.1.3</b> Reflects upon client’s culturally informed motivations.</p> <p><b>7.1.4</b> Identifies and takes action to address potential for cultural bias issues in the client’s applications.</p> <p><b>7.1.5</b> Collects information, without prejudice, about the client’s current and past gender orientation required for application process.</p>
<p><b>7.2 Adapts services to different cultural contexts.</b></p>	<p><b>7.2.1</b> Researches cultural characteristics of specific client communities.</p> <p><b>7.2.2</b> Cultivates a network of cultural informants.</p> <p><b>7.2.3</b> Structures interactions to respect cultural norms.</p> <p><b>7.2.4</b> Incorporates client’s priorities into immigration strategy.</p> <p><b>7.2.5</b> Structures submissions and other communications to mitigate potential cultural biases.</p> <p><b>7.2.6</b> Identifies and explains cultural variations.</p> <p><b>7.2.7</b> Advocates for clients with respect to cultural norms and exceptions.</p>



Competency	Performance Indicators
<b>7.3 Demonstrates awareness of clients' cultural needs and takes action to facilitate client engagement.</b>	<b>7.3.1</b> Examines culturally based expectations of service and communications. <b>7.3.2</b> Addresses culturally determined negotiation strategies. <b>7.3.3</b> Identifies needs for language and cultural resources (translator, interpreter, educational materials). <b>7.3.4</b> Ensures culturally appropriate support (language, gender, religion) is provided.

## Unit 8: Communication, Counselling and Advocacy

RCICs use effective communication, counselling and advocacy skills to achieve common goals and enhance relationships in the provision of services.

Competency	Performance Indicators
<p><b>8.1 Demonstrates proficiency in oral and written communications</b></p>	<p><b>8.1.1</b> Uses concise, clear, and well-organized language.</p> <p><b>8.1.2</b> Accurately references statutes, regulations and policies.</p> <p><b>8.1.3</b> Accurately uses legal terminology and appropriate abbreviations.</p> <p><b>8.1.4</b> Employs correct grammar, spelling and sentence construction.</p> <p><b>8.1.5</b> Effectively formulates and presents well-reasoned legal arguments, analysis, advice or submissions.</p> <p><b>8.1.6</b> Limits obscure legal terminology to support the client’s understanding and comprehension of the information.</p> <p><b>8.1.7</b> Adapts communication style to accommodate the diverse needs of the individual or group.</p>
<p><b>8.2 Uses effective counselling skills when interacting with the client.</b></p>	<p><b>8.2.1</b> Prepares the meeting environment to create a private and comfortable atmosphere for discussion and negotiations.</p> <p><b>8.2.2</b> Uses active listening techniques to encourage the client to talk freely.</p> <p><b>8.2.3</b> Assists the clients in articulating their problems, defining their interests, ordering their objectives, and generating, assessing, and implementing alternative solutions.</p> <p><b>8.2.4</b> Dynamically assesses and sorts through the information for importance and relevancy to the issues.</p> <p><b>8.2.5</b> Seeks clarification and elaboration of the essential information, when needed.</p>

	<p><b>8.2.6</b> Focuses efficiently on relevant matters in a manner respectful of the client’s time and fees paid.</p> <p><b>8.2.7</b> Asks both open-ended and closed questions as needed to solicit all necessary information.</p> <p><b>8.2.8</b> Demonstrates empathy without sharing personal information and experiences, nor transferring personal feelings onto the client.</p> <p><b>8.2.9</b> Summarizes the results of the meeting and clarifies the next steps.</p> <p><b>8.2.10</b> Provides the client with accurate and current resources to support client’s access to additional services or information.</p> <p><b>8.2.11</b> Refers the client to another professional or service when client’s emotional needs are beyond the RCIC’s scope of practice.</p>
<p><b>8.3 Uses communication and interpersonal skills to manage emotional situations.</b></p>	<p><b>8.3.1</b> Anticipates and proactively addresses potentially traumatic or emotionally difficult matters for the clients.</p> <p><b>8.3.2</b> Encourages a period of reflection so that decisions made are thoughtful and in the best interest of the client.</p> <p><b>8.3.3</b> Demonstrates neutrality in one’s opinion.</p> <p><b>8.3.4</b> De-escalates conflict through clarity, empathy, respectful communication, body language and active listening.</p> <p><b>8.3.5</b> Allows for adequate time and reflection for client decision-making if emotions are high.</p>
<p><b>8.4 Actively advances the client’s interests within the bounds of law and professional obligations.</b></p>	<p><b>8.4.1</b> Provides key case information, flags unusual factors, frames relevant legal and policy arguments to promote and advance the merits of the application for the client’s benefit.</p> <p><b>8.4.2</b> Recognizes the impact of communicating with officials in a clear, firm and respectful manner to advance the client’s interests.</p>

	<p><b>8.4.3</b> Presents the client’s case without compromising the integrity of application or appeals processes.</p> <p><b>8.4.4</b> Files relevant appeal or requests for reconsideration, depending on the situation, and within the timelines.</p> <p><b>8.4.5</b> Raises and responds to potential objections, discrepancies, and inconsistencies in the decision rendered.</p>
<p><b>8.5 Manages client expectations through effective communications.</b></p>	<p><b>8.5.1</b> Clearly communicates factors influencing likelihood of success.</p> <p><b>8.5.2</b> Confirms the client’s goals and anticipated outcome of the services.</p> <p><b>8.5.3</b> Identifies negative factors impacting the outcome and advises on how to best deal with them.</p> <p><b>8.5.4</b> Keeps the client informed of the progress of the case and answers client’s queries in a timely way.</p> <p><b>8.5.5</b> Delivers services as promised and takes responsibility when cannot.</p> <p><b>8.5.6</b> Acknowledges mistakes, accepts responsibility and suggests resolution.</p> <p><b>8.5.7</b> Reflects on and addresses client dissatisfaction in a timely manner to correct misunderstandings and de-escalate conflicts.</p>

## Unit 9: Critical Thinking, Problem Solving, and Evidence-Based Practice

RCICs integrate critical thinking and problem solving to inform decisions and actions.

Competency	Performance Indicators
<p><b>9.1 Demonstrates professional judgment and critical reasoning in decision making.</b></p>	<p><b>9.1.1</b> Analyses and synthesizes information to inform decisions.</p> <p><b>9.1.2</b> Uses critical thinking to consider a fresh perspective and to conceive a new or original perspective or solution.</p> <p><b>9.1.3</b> Consciously engages in a process of rationalizing, analyzing, evaluating, and interpreting information to make informed judgments and/or decisions.</p> <p><b>9.1.4</b> Integrates complexity of client’s issues, needs, goals, and limitations within all aspects of services.</p> <p><b>9.1.5</b> Consciously follows immigration application operational instructions and guidelines to reduce risk of denial and delay in process.</p> <p><b>9.1.6</b> Demonstrates insight into personal expertise and limitations.</p> <p><b>9.1.7</b> Integrates relevant information with previous learning, experience, professional knowledge, and current practice models.</p> <p><b>9.1.8</b> Demonstrates effective, appropriate, and timely consultation with other professionals as needed for optimal client service.</p>
<p><b>9.2 Reflects on and evaluates options when faced with problems, issues, and challenges.</b></p>	<p><b>9.2.1</b> Identifies potential or real problems, issues, or challenges.</p> <p><b>9.2.2</b> Investigates alternative solutions for problems or issues and provides justification for selected solution(s).</p> <p><b>9.2.3</b> Formulates and implements a plan to address the problem, issue, or challenge.</p>

	<b>9.2.4</b> Evaluates the effectiveness of a plan and identifies required future actions.
<b>9.3 Adopts evidence-based practices in the provision of services.</b>	<b>9.3.1</b> Critically reviews literature to inform best (evidence-based) practices. <b>9.3.2</b> Consults with others to identify best (evidence-based) practices. <b>9.3.3</b> Reflects on past experiences and positive outcomes to inform future actions. <b>9.3.4</b> Formulates a case strategy and a legal argument that are founded on legal grounds and proven concepts.