

TRANSPARENCY POLICY



TM/MC

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

Version: 2017-001

Approved Board of Directors: June 9, 2017

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1. OBJECTIVE

The goal of transparency is to demonstrate accountability to ICCRC's internal and external stakeholders. Transparency and accountability are essential to the credibility of an organization entrusted to regulate professionals in the public interest.

2. PRINCIPLES

Transparency means openness in the disclosure of ICCRC's decisions, processes and governance affairs.

Information is transparent when provided in a way that is timely, accurate, clear and accessible.

3. BALANCING OTHER OBJECTIVES

The need for transparency and accountability must always be balanced with principles of appropriate confidentiality, privacy and fairness.

4. ENHANCING ACCOUNTABILITY TO STAKEHOLDERS

Transparency will enhance ICCRC's accountability to stakeholders because it:

- Allows the Minister to evaluate the performance of self-regulation.
- Helps build the trust and confidence of external stakeholders necessary for collaboration, engagement and support of ICCRC's mandate.
- Informs Members properly to carry out their rights and obligations under the By-laws, and to assist in the advancement of self-regulation knowledgeably.
- Allows consumers to make more informed decisions when choosing immigration consultants.

5. OPEN DATA

ICCRC is committed to openness in its decisions, processes and governance affairs. The affairs of ICCRC are presumed to be open, unless subject to the non-disclosure provisions herein.

6. NON-DISCLOSURE

ICCRC as an organization, its Officers, Directors, Committee Members and staff will not generally disclose:

- Personnel matters or personal information about directors, officers or staff.
- Information that is protected by solicitor-client privilege.
- Information that ICCRC's legal counsel advises not be disclosed.
- Confidential commercial information in ICCRC's possession.
- Information that can harm the conduct of an investigation, legal proceedings or negotiation.
- Information that was generated in the course of a formal dispute resolution process.
- Information that ICCRC is contractually bound to keep confidential.
- Proprietary information, such as reports, drafts and internal documents generated by or for ICCRC for the purpose of Board decision-making.
- In camera proceedings at Board and Committee meetings.
- Information that would violate access and privacy laws or anti-spam laws.
- Personal or sensitive information in complaints or discipline proceedings determined by the decision-maker to not require disclosure in the public interest.
- Information that could reasonably be expected to threaten the life or security of an individual.
- Names of those serving on the Discipline Committee, Appeal Committee, Review Committee and Complaints Committee.
- Internal financial data used in the preparation of the audited annual financial statements.
- Similar matters that are specifically flagged as confidential.

7. PROACTIVITY

Subject to the non-disclosure provisions, ICCRC will make the following information electronically accessible on a proactive basis:

- Incorporation documents of ICCRC
- By-laws, Regulations and Policies

- Members and Mandate of the Board of Directors
- Members and Mandate of each Standing Committee
- All Board Resolutions
- Directors' fees and expenses in accordance with Treasury Board Guidelines
- Discipline proceedings against ICCRC Members

8. RESPONSIVITY TO STAKEHOLDERS

Subject to the non-disclosure provisions, ICCRC will provide Information in the possession of ICCRC as requested by an external stakeholder, electronically unless the context otherwise permits.

Subject to the non-disclosure provisions, ICCRC will disclose information electronically in the possession of ICCRC as requested by a Member, in keeping with the spirit of this Policy and operational realities.

When information of general interest is requested by and provided to a Member, that information will be made available to all Members.

9. CONTINUAL IMPROVEMENT

Transparency is a spectrum along which ICCRC aims to continually improve its transparency practices based on feedback from internal and external stakeholders.