



Access to Information Act

Annual Report 2024-2025

Prepared as of August 22, 2025

College of Immigration and Citizenship Consultants
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Content

College's Narrative Report for 2024–2025	3
Appendix A: College's <i>Access to Information Act</i> Delegation Order	12
Appendix B: College's Statistical Report on the <i>Access to Information Act</i> for 2024–2025	14
Appendix C: 2024–2025 Supplemental Statistical Report on the <i>Access to Information Act</i> and the <i>Privacy Act</i>	25



College's Narrative Report For 2024-2025

Introduction

The *Access to Information Act* (Act) gives Canadian citizens, permanent residents or any person or corporation present in Canada a right of access to records under the control of a government institution, subject to specific and limited exceptions. Section 94 of the *Access to Information Act* requires that the head of every government institution shall prepare an annual report, which is tabled in Parliament, on the administration of the Act within the institution during each reporting period.

This annual report, covering the reporting period from April 1, 2024, to March 31, 2025, is prepared and submitted by the College of Immigration and Citizenship Consultants (College) for tabling in Parliament in accordance with section 94 of the Act.

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. It operates independently and is not publicly funded; its revenues are derived from fees paid by licensees, applicants, and candidates.

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:

- establishing and administering qualification standards, standards of practice and continuing education requirements for licensees;
- establishing and providing training and development programs for licensees;
- ensuring compliance with the Code of Professional Conduct; and
- 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.

Governance

The College's federal mandate stems from:

- The *College of Immigration and Citizenship Consultants Act* (College Act)
- The *Immigration and Refugee Protection Act* (IRPA)
- The Immigration and Refugee Protection Regulations
- The *Citizenship Act*

The College Act creates a new self-regulatory regime that governs immigration and citizenship consultants. It also:

- Creates a licensing regime for immigration and citizenship consultants;
- Requires that licensees comply with the Code of Professional Conduct;
- Authorizes the College's Complaints Committee to conduct investigations into a licensee's conduct and activities;
- Authorizes the College's Discipline Committee to take or require action if it determines that a licensee has committed professional misconduct or was incompetent;
- Prohibits non-licensees from using certain titles and representing themselves to be licensees;
- Empowers the College to seek an injunction to prevent unauthorized practitioners from contravening those prohibitions;
- Gives the responsible Minister the authority to determine the number of directors on the Board of Directors;
- Requires the Board to do anything that is advisable to carry out the purposes of the College Act.

The College is governed by a Board of Directors as defined by the College Act, and its operations are led by a dedicated Leadership Team.

Organizational Structure

The College operates as a relatively small organization, comprising a Board of Directors and fewer than 150 full-time employees. While it does not maintain a dedicated Access to Information and Privacy (ATIP) office, the responsibilities of the ATIP Coordinator are collectively managed by the Chief Operating Officer, with support from the Associate Director, Operations, the Policy Compliance Specialist, and the Compliance Coordinator.

To fulfill the proactive publication requirements under the *Access to Information Act*, the Policy Compliance Specialist collaborates with the Finance department to compile travel and hospitality expense information. The Communications and Stakeholder Relations department is responsible for the French translation of these disclosures.

For a breakdown of the group(s) and/or position(s) responsible for meeting each applicable proactive publication requirement under Part 2 of the *Access to Information Act*, see the section "**Proactive Publication of Information under Part 2 of the ATIA**", below.

The College did not enter into any service agreements for ATIP-related services, as outlined in section 96 of the *Access to Information Act*, during the reporting period.



Delegation Order

The Delegation Order dated January 19, 2023, designates the Chief Operating Officer to exercise certain powers and perform duties and functions of the President & Chief Executive Officer under the Act and is attached hereto and forms part of this annual report (Appendix A).

Performance Under Part 1 of the Access To Information Act, 2024-2025

The College’s statistical report for 2024-2025 is attached hereto and forms part of this annual report (Appendix B). During the reporting period, the College received nine (9) requests under the provisions of the *Access to Information Act*. Of these requests, five (5) came from members of the public, two (2) from the private sector, one (1) from the media and one (1) declined to identify. All nine (9) requests were closed within legislative timelines and no requests are being carried over to the next fiscal year. Since becoming subject to the Act at the end of 2021, the College has observed a gradual yet consistent increase in the volume of formal requests it received.

The following chart outlines the completion time and disposition of the requests received during this reporting period:

Disposition of requests	Completion Time			
	0 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days
All disclosed			1	1
Disclosed in part			3	2
No records exist	1			
Request abandoned		1		
Total	1	1	4	3

The College took seven (7) extensions, primarily under section 9(1)(a) of the Act, as internal resource constraints related to staff workload and the extensive effort required to collect and review a substantial volume of documentation was required. These measures were necessary to ensure that regular business operations remained unaffected. For some requests, additional days were also attributed to the need for legal consultation (section 9(1)(b) of the Act) and coordination with a third-party vendor (section 9(1)(c) of the Act).

The percentage of completed requests for which records were “all disclosed” is 22% and the percentage of completed requests for which records were “disclosed in part” is 56%. The College did not receive any requests for consultation during the reporting period; however the College received and completed thirteen (13) informal requests, resulting in the re-release of 531 pages.

The College carried over a complaint from the 2023-2024 reporting year, receiving a Section 32 notice of intent to investigate. However, by the end of 2024, the Office of the Information Commissioner issued a cessation of investigation notice under subsection 30(5). No new complaints were made against the College.

Training and Awareness

In the 2024-2025 reporting period, the College’s Policy Compliance Specialist delivered foundational Access to Information and Privacy (ATIP) training to all staff. The training slide deck was made available for



reference on the College's staff intranet. It is recommended that new employees review this training during the onboarding process.

Policies, Guidelines and Procedures

As a result of the complaint received during the previous reporting period, and in accordance with guidance from the Office of the Information Commissioner, the College updated its Requester Identity Verification Procedure. No additional policies, guidelines or procedures were implemented during the current reporting period.

Initiatives and Projects to Improve Access to Information

The College does not utilize specialized ATIP software to process requests under the Act. Instead, it employs a carefully designed manual tracking system. To enhance efficiency and oversight, a detailed request task tracker was developed to document and monitor each step in the request-handling process.

Regarding Part 2 of the Act, which pertains to Proactive Publication, the College successfully obtained direct access to the Open Government portal. This access enables the College to independently submit travel and hospitality expenses, as well as summaries of access to information requests, without relying on support from the Open Government customer service team.

Summary of Key Issues and Actions Taken on Complaints

During the 2024-2025 reporting year, the College received a notice of cessation of investigation under subsection 30(5) in relation to a complaint carried over from the previous year. The complaint was administrative in nature and concerned the College's process for verifying the identity of a requester. In response to guidance provided by the Office of the Information Commissioner, the College revised its Requester Identity Verification Procedure and resolved the matter directly with the requester.

Proactive Publication of Information Under Part 2 of the ATIA

The following chart sets out the College's Proactive Publication requirements under Part 2 of the *Access to Information Act* (ATIA):

Legislative Requirement	Section of ATIA	Publication Timeline	Does the requirement apply to your institution? (Y/N)	Internal group(s) or position(s) responsible for fulfilling the requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
Applies to all Government Institutions as defined in section 3 of the <i>Access to Information Act</i>						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Y	Finance Department & Compliance Department	8% *	Travel expenses
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Finance Department & Compliance Department	8% *	Hospitality expenses



Reports tabled in Parliament	84	Within 30 days after tabling	Y	Policy Compliance Specialist, Communications and Stakeholder Relations Department, Associate Director, Operations and Chief Operating Officer	100%	2023-2024 Access to Information Act Annual Report 2023-2024 Privacy Act Annual Report
Applies to government entities or departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i>						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N			
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	N			
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	N			
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	N			
Packages of briefing materials prepared for a deputy head or equivalent's	88(c)	Within 120 days after appearance	N			



appearance before a committee of Parliament						
Applies to government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)						
Reclassification of positions	85	Within 30 days after the quarter	N			
Applies to Ministers' Offices (therefore applies to any institution that performs proactive publication on behalf of a Minister's Office)						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	N			
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	N			
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	N			
Packages of briefing materials prepared by a	74(d)	Within 120 days after appearance	N			



government institution for a minister's appearance before a committee of Parliament						
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N			
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N			
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N			
Ministers' Offices Expenses Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	N			

* Upon recognizing in late 2022 that the College was subject to the proactive publication requirements under Part 2 of the *Access to Information Act*, including the retroactive disclosure of travel and hospitality expenses dating back to November 2021, the Finance Department undertook significant efforts to ensure compliance. Expense information was published in consolidated batches to address the backlog and meet the required posting deadlines. The College is pleased to report that it is now fully up to date and continues to publish expense disclosures on a timely, monthly basis.

The College is a government institution, listed in Schedule I - Government Institutions of the *Access to Information Act*. As such, the College is required to post travel and hospitality expenses for its Board Members, CEO, COO and Directors. These expense claims are reviewed by the College's Controller and/or Assistant Controller before they are posted on the Open Government website.



In accordance with Section 84 of the *Access to Information Act*, the College is required to publish its annual Access to Information Report within 30 days of its tabling in Parliament. The report is prepared by the Policy Compliance Specialist in collaboration with the Communications and Stakeholder Relations Department, and is subject to review by the Associate Director, Operations, Chief Operating Officer and the President and CEO of the College. The College coordinates with the Parliamentary Affairs Unit at Immigration, Refugees and Citizenship Canada to facilitate the tabling of the report in Parliament.

Monitoring Compliance

Processing Time

The College employs an internal tracking log to monitor the processing timelines for access to information requests. This log is regularly updated and captures key milestones, including submission dates, activities undertaken, deadlines and completion status for each request. Oversight of all ATIP requests is managed by the Policy Compliance Specialist, who provides ongoing updates to the Associate Director, Operations, and the Chief Operating Officer (COO), throughout the lifecycle of a request. Additionally, the COO receives quarterly reports summarizing the volume and types of requests received, their processing times, and final dispositions.

Measures Supporting the Right of Public Access

To promote transparency and ensure public access to information, the College incorporates language in most of its Requests for Proposals (RFPs), contracts and agreements indicating that submitted information may be subject to disclosure under access to information legislation.

Summaries of access to information requests are published on the Open Government website. The College actively monitors incoming requests to identify trends or recurring themes. Where a high volume of requests pertains to a specific record, the College may proactively publish the information on its website to transparency and public access.

Accuracy and Completeness of Proactive Publication

The College has established internal procedures to ensure the proactive publication of information under Part 2 of the *Access to Information Act* is timely, accurate, and complete. Monitoring is conducted on a monthly basis by the Policy Compliance Specialist, who is responsible for reviewing all proactively published materials, including travel and hospitality expenses and summaries of completed access to information requests.

This review process includes:

- Verifying that publication deadlines are met.
- Working with the finance department to ensure the accuracy of the information.
- Working with the communications department to ensure the French translation of information.

Any discrepancies or delays are documented and addressed promptly. A summary of findings and compliance status is reported quarterly to the Associate Director, Operations, and the Chief Operating Officer, who provide oversight and direction as needed.



This structured approach supports the College's commitment to transparency and accountability in accordance with legislative requirements.



Appendix A

College's Access To Information Act Delegation Order

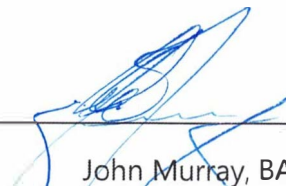
Access to Information Act and Privacy Act Delegation Order

The President & Chief Executive Officer of the College of Immigration and Citizenship Consultants (CICC), pursuant to section 95(1) of the *Access to Information Act* and section 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the President & CEO as the head of the CICC, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule

Position	<i>Access to Information Act</i> and Regulations	<i>Privacy Act</i> and Regulations
Chief Operating Officer (COO)	Full authority	Full authority

Dated, at the Town of Oakville, this 19th day of January, 2023



 John Murray, BA, LLB, LLM

 Chief Executive Officer, College of Immigration and Citizenship Consultants



Appendix B

College's Statistical Report on the *Access To Information Act* For 2024-2025



Statistical Report on the *Access to Information Act*

Name of institution: College of Immigration and Citizenship Consultants

Reporting period: 2024-04-01 to 2025-03-31

Section 1: Requests Under the *Access to Information Act*

1.1 Number of requests

		Number of Requests
Received during reporting period		9
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		9
Closed during reporting period		9
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	0
Business (private sector)	2
Organization	0
Public	5
Decline to Identify	1
Total	9

1.3 Channels of requests

Source	Number of Requests
Online	9
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	9

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		13
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		13
Closed during reporting period		13
Carried over to next reporting period		0

2.2 Channels of informal requests

Source	Number of Requests
Online	13
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	13

2.3 Completion time of informal requests

Completion Time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
3	0	2	7	1	0	0	13

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
12	207	1	324	0	0	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	1	1	0	0	0	2
Disclosed in part	0	0	3	2	0	0	0	5
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	0	0	0	0	0	0	1
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	1	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	1	1	4	3	0	0	0	9

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	1	18(a)	1	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	1
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	1
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	3	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	1				
16(1)(c)	1						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	7	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1299	584	8

4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	2	54	0	0	0	0	0	0	0	0
Disclosed in part	2	32	3	1213	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	5	86	3	1213	0	0	0	0	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	1	0	1
Disclosed in part	0	4	0	4
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	5	0	5

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	9
Percentage of requests closed within legislated timelines (%)	100

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	2	0	0	0
Disclosed in part	4	0	2	1
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	6	0	2	1

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	3	0	1	0
31 to 60 days	2	0	1	0
61 to 120 days	1	0	0	1
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	6	0	2	1

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	9	\$45.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	9	\$45.00	0	\$0.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

[illegible]

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

[illegible]

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
1	1	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court Action**10.1 Court actions on complaints**

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the Access to Information Act**11.1 Allocated Costs**

Expenditures		Amount
Salaries		\$75,000
Overtime		\$0
Goods and Services		\$62,668
• Professional services contracts	\$62,668	
• Other	\$0	
Total		\$137,668

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.500
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.500
Students	0.000
Total	1.000

Note: Enter values to three decimal places.



Appendix C
2024-2025 Supplemental Statistical Report on the *Access to Information Act*
and the *Privacy Act*



Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution: College of Immigration and Citizenship Consultants

Reporting period: 2024-04-01 to 2025-03-31

Section 1: Requests Carried Over and Active Complaints Under the *Access to Information Act*

1.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are <i>Within</i> Legislated Timelines as of March 31, 2025	Requests Carried Over that are <i>Beyond</i> Legislated Timelines as of March 31, 2025	Total
Received in 2024-25	0	0	0
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16 or earlier	0	0	0
Total	0	0	0

1.2 Active complaints with the Information Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2024-25	0
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16 or earlier	0
Total	0

Section 2: Requests Carried Over and Active Complaints Under the *Privacy Act*

2.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are <i>Within</i> Legislated Timelines as of March 31, 2025	Requests Carried Over that are <i>Beyond</i> Legislated Timelines as of March 31, 2025	Total
Received in 2024-25	0	0	0
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16 or earlier	0	0	0
Total	0	0	0

2.2 Active complaints with the Privacy Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2024-25	0
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16 or earlier	0
Total	0

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2024-25?	No
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Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2024-25?	9
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