Data Entry of PNP Files (Manual Entry)

1. Search everyone on application (PA, SP, all Deps, Rep if applicable) by using the following criteria
    a. **Surname**
    b. **Given name** (if applicable)
    c. **DOB** (entered as Year/Month/Day)
    d. **COB** (Country of Birth)
2. Check to see if there are any **FOSS IDs** or **UCIs** for clients
    a. If there is an **ID** for your client you will either
        i. **Select** that ID
        ii. Click **Promote Client**
        iii. or if the **ID** is already in **GCMS** (8#'s or **FOSS IDs** that were already promoted into GCMS), you will just **Hyperlink** on it.
    b. If there is no **ID** for your client
        i. Click **New Client**

I find it easier to start with the last person on the file and work my way up to the PA

3. **Fill in** or **Verify** the following fields
    a. **Marital Status** (For the **PA** and **SP**, you will need to enter the other's **UCI** here)
    b. **Citizenship**
    c. **COR (Country of Residence)**
    d. **Language** (This is the client's Native Language)
    e. **Telephone number(s)** (PA only)
    f. **Fax number** (PA only)
    g. **Email(s)** (PA only, make sure that all email addresses are entered for the PA including the Rep's email address and separate all addresses by a period. This should already be there, but if not, fill in)
    h. **Eye Colour**
    i. **Height**
4. Name
    a. Make sure the name is correct in GCMS. It is best to double check the name on the passport matches the application
    b. Enter the Place of Birth if it is not already there
        i. Hit **CTRL+B** to copy the whole line, or Click **New** (**CTRL+N**) if you need to type it all in manually

5. Address: If the Client has different mailing and residential addresses, enter both and flag the mailing address as the Primary address. If there is a Rep, you will enter the Rep's mailing address and set it as primary. If mailing and residential addresses are the same, only enter one address with a type of "residential" and flag it as the Primary address.
    a. Click on **Address** Tab
    b. Click **New**
    c. If you have an **Address ID**, type it in under the **Address ID** field
    d. If you have **NO Address ID** click the **ellipses** in the **Country** field
    e. If you have the **Country Code**, you can enter the number in the proper search field
    f. If you do not have the **Country Code,** change the **Country Code** option to **Long Description** and type in the appropriate country name
    g. Enter in minimal information **(apt #, street #, first word of the street name with an * after it, and city).** You will do this in **CAPS**
    h. Click **Go**
    i. If you get a hit on a correct address, select it
    j. If you get **No** hit, click **New**
    k. Type in the remaining fields (in **CAPS**)
    l. Click **OK**
    m. Write down the **Address IDs** on the application form (ensure to write down the corresponding address ID with the correct address)
    n. The Spouse and Dependents will **only** receive the residential address ID.

Note: You can pick any address type into your application and this will be used as the mailing address for that application.

6. Documents
    a. Confirm that the Passport details match then enter the following in GCMS
        i. **Passport number**
        ii. **Country of Issue** (this is the country that owns the Passport)
        iii. **Expiry Date**
7. Supporting Documents **(Birth Certificates, Marriage Certificates, Divorce Cert**, etc...)
    a. Click on **ID Supporting Documents**
        i. Click **New**
        ii. Under the **Type** drop down menu, select **Identity**
        iii. Under the **Sub-Type** drop down menu, select the appropriate document (**Birth Cert**, **Marriage Cert**, **Divorce Cert**, etc...)
    b. Enter the following information for the identity documents
        i. **Document #**

ii. **Country of Issue**
iii. **Document Name**
iv. **Issue Date**

The above steps must be done for everyone on the file (PA, SP and all Deps)

If the PA, SP or any Dep children over the age of 18 have answered **YES** to any of the questions on their Schedule A, you will need to Enter the Statutory Questions

8. Click the **Background Info** Tab
    a. Select **Statutory Questions**
    b. Click **New**
    c. Enter the **XEP** number (located at the top of your application)
    d. Tab to the **Form**
    e. Select **PR 2009/12**
    f. All questions will automatically be answered as **No**, change any applicable questions to **YES**
    g. Type in what the client types in the **Additional Details** Box provided.
9. Click on the **Associations** Tab
    a. Click on the **XEP** number (this will now bring us to the actual application)
10. Enter the following Details under the **XEP** that was created for the actual application (you will only enter this information once per file)
11. Enter the following Details
    a. **Secondary Office** (Visa Office from the IMM0008)
    b. Enter or verify
        i. **Rec'd Date**
        ii. **Rec'd Via**
        iii. **Lock in Date** (can highlight the Rec'd date and Paste it in)
    c. **Correspondence Language**
    d. **Interview Language**
    e. **Province of Destination**
    f. **City of Destination**
    g. Provincial Nomination Certificate (PNC) Information
        i. **PNC #**
        ii. **Issuance Date**
        iii. **Valid To**
        iv. **Stream**
        v. If **Other** is selected, you must enter a description
    h. Under the **Clients & Parties** section (middle of screen)

i. Select **New**
ii. Enter **UCI**
iii. Select the appropriate **Relationship to the PA**
iv. Confirm if each person is **accompanying** PA to Canada or not
    1. If **Not Accompanying,** under the **ACC** field, enter **No**
v. If there is a **Rep**, you must verify that they are associated to the file and that their correct information is in the **Client Details** section below.

i. Client Details (must be completed for everyone on the application)
    i. **Citizenship**
    ii. **COR (Country of Residence**
    iii. **Marital Status**
    iv. **Travel Doc**
    v. **Official Language**
    vi. **NOC (National Occupation Code)** (for PA, this comes from nomination letter, for all other Deps, they would get appropriate 99* NOC **9911 – Student, 9914 – New Worker, 9970 – Homemaker** or **9980- Other Non-worker**
    vii. **Occupation** (for PA, this comes from the nomination letter)
    viii. **Telephone Number (**PA only)
    ix. **Fax Number** (PA only)
    x. **Email** (PA only)
    xi. **Address** (Mailing for PA, Residential for everyone else)

12. **Fees**
    a. Click **Fees** view tab
    b. Click **New**
    c. Enter the following information
        i. **Type** Select **SAP** or **POS+** depending on the form of payment
        ii. **Details** Select **Certified Cheque, Visa, American Express,** or **Mastercard,**
        iii. **Payment Date** enter **Date** from SAP Receipt
        iv. **Amount Paid** Enter the **Amount** from SAP Receipt (make sure this matches the number of people that are accompanying)
        v. **Other Receipt** Enter the **Invoice Number** from SAP Receipt
        vi. Press **CTRL+S** to get the payment number (write this number of the SAP Receipt)
        vii. Double check to make sure there is a fee line for every person that is accompanying, if not you will have to add one
            1. Click **NEW**

2. Under the **Fee** column, select the person that will need a new fee line (PA, SP, Dep <22, Dep >22, etc...)

viii. Click **Allocate**

ix. Confirm that the **Balance** is **$0.00**

x. If there is a **balance** (and all fees were allocated correctly), you will have to enter an **overpayment line**

1. Scroll to bottom of the **Fees** screen
2. Click **New**
3. Select **Overpayment** in the **Fee** field (must click on the ellipses)
4. Type in the **Payment number** (that is written on the **SAP** receipt)
5. Press **CRTL+S**
6. Remaining Balance should automatically fill in

xi. If you have a file with an **Overpayment** line, you will have to bring the file to your **Team Leader**

13. Scroll to the top of the screen and Click **Promote Application.**
    a. You will either get an **Error** message or a message that says **Create Process Complete**.
        i. If you get an error message, you will have to fix whatever it tells you, then follow the promote steps again
        ii. If you get no error message, you will need to write all UCIs down for the applicable people (you may need to click **Search All,** and **Refresh**)
14. Go Back to the **EP** file you were working on
    a. Click on the **Correspondence** Tab
    b. In the **Status** field of the **AOR** that is automatically generated, you will need to change **Generated** to **Cancelled**
        i. This needs to be done for every file, or an email will get sent to the client.

Do not do the next step (#16) if your file is for Buffalo, Cairo, Berlin or if from one of the 12 referral countries as Medicals and security will be done, and they send out the letter once it is completed. If your file needs to have the security screening done as well as medicals, you will need to send it for security first. You should also put a sticky note on the file to let the person know that medicals need to be completed.

15. Stay in the **Correspondence** Section
    a. Click **NEW** in the **Outgoing** section of **Correspondence** (you should already be in this section)
    b. Under **Request to Issue** select **Letter**
    c. Under **Document Type** select **Acknowledgement of Receipt** or type **ACK**
    d. Under **Status** Select **Generate**

e. Click on the **Execute** magnifying Glass (second magnifying glass on the top right hand of screen)
f. The letter will generate in the **Correspondence Attachments** (Scroll down to the bottom of GCMS)
g. **Hyperlink** on the letter that generates
h. Select **Open** from the pop up window
i. Select **OK** from the pop up window
j. This will open a new window, and do the following steps
    i. Select **Computer**
    ii. **T-Drive**
    iii. **Templates**
    iv. **Office Specific Templates**
    v. **CPC Sydney CIO-CTD Sydney BRCD**
    vi. **Mailroom**
    vii. **Email-Positive-PNP** (ensure it is in the correct language)
k. Once the Email generates, if there is a **Rep** on file, you will need to ensure that there is a **C/O Rep's name, Rep's business** and if not, you will need to manually enter it.
l. If the **Name** and **Address** of client is not capitalized, do the following steps
    i. **Highlight** the portion that needs to be capitalized
    ii. Click on **Aa** button
    iii. Select **Uppercase** from the drop down menu
m. Turn **On** the **Lock** feature
n. Complete the appropriate fields in the body of the letter by referring to the **SAP** receipt
o. Turn **Off** the **Lock** Feature
p. If there is no email address, you will need to print off 2 copies of the letter. One gets attached to application and 1 gets mailed to the client
q. Click the **Send to Mail Recipient** (if this is not set up, see directions on how to set it up)
r. In the **From** and **BCC** fields enter **FSW-Centralized-Intake-Office**
s. **Cut** (CTRL+X) the email address(es) that are generated on the letter and **Paste** in the **To** Field. If there is more than 1 email address, take out the **period** and put in a **Semi-Colon** instead
t. **Cut** the **Application for Permanent Residence in Canada (PNP)** from the generated letter and **Paste** it into the Subject Field
u. Click **Send a copy**
v. Change the **Status** from **Generated** to **Sent**

w. In the **VIA** Field, you will need to select either **Email** or **Letter** depending on which method you used to send letter to client
x. **Print** a copy of the letter and attach to your file (Do this from your **Sent Folder**).

16. If you have an **Intermec label maker** on your desk, you can do this next step now
    a. Click on the **Reports icon** (This is the last icon in the bottom line of small icons located underneath the main toolbar)
    b. Choose **App # & PA's Information Label**
    c. A window named **Active Portal** will pop up. Make sure the setting is **200%**
    d. Click on the **Print icon** to view the label.
    e. Click **Print** at the bottom of the window
    f. Select the printer **Intermec Easy Coder PC41** (or it may just be **Easy Coder PC41**)
    g. Make sure the **Page Scaling** is set to **Shrink to Printable Area** (May also just say **FIT**)
    h. Click **OK** to print the label.
    i. Apply this label horizontally to the **Bottom left hand corner** of the file jacket
    j. In black marker write the client's **Surname** in the **Name** field on the file jacket
17. RCMP Clearances are to be initiated by the data enterer for any **Male or Female** on the application that is between the ages of **18 and 65** and has resided in **Canada** for at least **6 months (past or present).** Complete the following steps
    a. Click on **History** Tab
    b. Update **App Status reason** from **Inventory** to **In Progress-CP**
    c. Go to **Admissibility** view tab
    d. Select **Criminality**
    e. **Highlight** the person you would like to submit a **RCMP** check for
    f. Under the **Sub Activities** screen (bottom of screen)
    g. Click **New**
    h. Select Type **RCMP Screening**
    i. Status **Submitted.**

Follow the above steps for everyone on the file that needs an RCMP check

18. Write on the File jacket
    a. **Created**
    b. **Initials**
    c. **Date**
19. If you did RCMP Clearances write the following on jacket as well
    a. **RCMP Check initiated**
    b. **Initials**
    c. **Date**

Data entry is now complete, you will need to save all files at your desk that you have sent an email for in case the email gets "Bounced back". If you did not send any emails, you will need to put them in either the "Medicals to be Done", or "Security needs to be done". Once you know you have no "bounce-backs" for emails sent the day before, you may now put your files in the buckets labelled "PNP files ready for transfer".

PNP DATA ENTRY PROCEDURES – SEPTEMBER 2012

DATA ENTRY

Open the scanned file. To do this, follow these steps:

- Click IMM Tab
- Click Query
- Enter the XEP# written on the top of your application
- Hyperlink / Click on the XEP# to open the application

For a scanned application, the minimum amount of information required to promote the application should be already scanned in (Lock-In Date, Citizenship, Marital Status, Address, and City of Destination) or entered by the scanner (Cert Info, and NOC for Pa – The PA NOC Code must be entered as it is on the PN Certificate)

Preparation

The following steps are required to complete Data Entry. Under Clients and Parties, the PA and all Dependents on File will be listed; each member of the family will have a T #. For each client:

- Click on their T# to go into their Client Details
- Update their name line to match the name supplied on their passport
- If the client has entered "YES" to any of the questions on page 1 of the Schedule A, change the No to Yes in GCMS for the corresponding question and type in any information from the box on Question 6 into GCMS. To do this enter the Statutory Questions under Background Info>Statutory Questions if applicable :

    - Click the Background Info Tab
        a. Select Statutory Questions
        b. Click New
        c. Enter the XEP number located on at the top of your application
        d. Tab to the Form
        e. Select PR 2009/12

f. All questions will automatically be answered as No, change any applicable questions to Yes
g. Type in what the client has filled in the Additional Details box

- Return to the application (Associations>XEP...) and update their name associated to the application (found under Clients and Parties) if applicable
- Enter the Stream using one of the 6 Approved PNP Stream Categories
- Enter NOC codes and occupation for all dependents on file

Promoting the Application

Scroll to the top of the **Application**

- Click "Go to Search"
- Click Search All then Refresh until all lines are completed
- Highlight each line for the PA and dependents and check to see if they have an existing UCI or FOSS Id
- If there is an existing ID, check the FOSS or GCMS details to verify that it is the same client
- If you determine that the ID is for the same client, check the select box to match the search result to your search line and do the same steps for each Dependent on application. If there appears to be more than one ID for the client, the IDs will have to be either merged or householded.
    - If you are unable to find the client and/or suspect that they may have other IDs, do searches of their AKAs, exhaustive searches or remove information such as their gender to net wider search results.
    - If you find the client by searching by another name or by removing information, you will have to update the name line on the existing ID to mirror that of what they have provided on their new application so that it will show up in the search results.
- Once all IDs are selected (if applicable), click Promote Application. If you've had to alter your search you may not be able to promote the application without first returning to the application and clicking on "Go to Search" again.
- You will either get an Error message or a message that says Create Process Complete.
    - If you get an error message, you will have fix the error stated then follow the promote steps again

- If the message says Create Process Complete, Re-search all IDs or go to Application to get IDs. Write all UCI's on the application for the applicable people (Click on **Go To Application** and you will find the IDs associated to the application under Clients and Parties)

Updating Client Details

Client Details

Hyperlink on UCI

Verify/update the following information for each client:

- Primary name and place of birth – may have to pick in the corrected name
- Marital Status (Check to make sure that their spouse is associated). If T# is still associated, enter end date for marriage as today's date and enter new record with the Spouse's UCI.
- Citizenship
- COR (Country of Residence)
- Language (this is the client's Native Language)
- Telephone Number (s) (Only for the PA)
- Fax Number (Only for the PA)
- Email(s) (Pa Only, make sure that all email addresses are entered for the PA including the Rep's email address and separate all addresses by a period)
- Eye Colour
- Height
- Confirm that the address is correct - Add the Representative's address ID (if applicable) that is associated to the Rep in GCMS as the mailing address for the PA and be sure to enter the previous Mailing address ID created by GCMS as "Entered in Error." The mailing address for the PA should always be the primary address. Also enter a residential address for the PA.
  If the Client has different mailing and residential addresses, enter both and flag the mailing address as the Primary address.

  If mailing and residential addresses are the same, only enter one address with a type of "residential" and flag it as the Primary address. Note: You can pick any address type into your application and this will be used as the mailing address for that application.

- A residential address is required for all Dependents on file. You may enter the PA's residential address as the dependents regardless if they live there or not. You can highlight and copy the address ID and paste it onto each family member's ID under addresses. A mailing address is only required for the PA.

- Write down the Address ID's on the application form (ensure to write down the corresponding address ID with the correct address).
- Documents – Confirm that the passport details match the photocopy of the passport provided on the application

Supporting Docs

Go back to application screen (Associations > EP ...) to add supporting documents. You can return to the application for quick links back to the clients. After first completing the client details listed above for all of the clients on the application, you will then enter the supporting docs for each client:

a. **Click on Documents>ID Supporting Documents**

   - Click New
   - Under the Type drop down menu, select Identity
   - Under the Sub-Type drop down menu, select the appropriate document (Birth Cert, Divorce Cert, etc .)

b. Enter for following Information for the Identity documents
   - Document #
   - Country of Issue
   - Document Name
   - Issue Date

c. Enter the Marriage/Statutory Declaration for Common-Law
   - Under the Type drop down menu, select Relationship
   - Select Marriage Certificate/License or Stat Dec of Common Law
   - Country of Issue
   - Document Name
   - Issue Date

d. Enter the IELTS/TEF information:
   - Under the Type Column select Education
   - Under the Sub Type Column select Other
   - Under Other Sub Type Column enter IELTS or TEF

e. Entering the following information:
   - Country of Issue
   - Document # - Test Report Form # (Bottom Right)
   - Document Name – Enter Test Report Form
   - Issue Date – Use date from bottom of IELTS
   - Document State – Original or Photocopy

If you are entering and FBI Clearance Certificate or RCMP Fingerprints, please choose Police Certificate from the drop down menu and in Document Name, type in the name of the document so that they officer can assess the document

Updating Application Details

Return to the application (Associations>EP...or click on the quick link (the EP #) at the top of the screen)

Verify application details:

Ensure that the following fields have been completed:

- Visa Office
- Date received
- Lock In Date
- Correspondence Language
- Interview Language
- Province of Destination
- City of Destination
- PNC Number, Issue Date, Expiry Date
- File number

- Counterfoil check marked
- Representative's address and other information
- NOC and Occupation for PA
- Paper File Number

Update Client/Party info under Clients and Parties:

- Highlight the PA's line under Clients and Parties
- Scroll down to Client details
- Pick-in/verify the correct information in the following fields
  *Country of Citizenship
  *Country of Residence
  *Marital Status
  *Passport Info
  *Official Language
  ***NOC (National Occupation Code)** (For PA, this will come from the nomination letter, all other Deps would get the appropriate 99* NOC **9911 – Student, 9914 – New Worker, 9970 – Homemaker** or **9980- Other Non-worker**)
  *Occupation
  *Telephone number
  *Fax Number
  *Email
  *Address

Complete this for each Dependent listed under the Clients and Parties Tab

- Verify the Rep information against the Use of Rep Form

~~Capture IELTS/TEF Information:~~ Future Release in GCMS

~~a. On the Application Screen, click on the "Eligibility" View Tab~~
~~b. Click Schedule Info~~
~~c. Click New~~
~~d. Enter the following details:~~
~~i. Work in Canada (#4 on Schedule 8)~~
~~ii. First Official Language (#6 on Schedule 8)~~
~~iii. Enter English or French Test results:~~

~~1. IELTS~~

~~2. Test Number (Bottom Right of the IELTS)~~

~~3. Test Date (Use date at the top of the IELTS)~~

~~iv. Under Test Results enter the scores that were received in the corresponding categories: Speaking, Listening, Reading and Writing~~

Fees:

- Click Fees view Tab
  - Scroll to the bottom of the screen and double check to make sure there is a fee line for every person that is accompanying and no extra client fee lines, if not then return to Clients and Parties to see what the cause of the problem is – fix the issue and adjust the fees accordingly.

a. Scroll back up so that you are in the first Fees Section (Payment Line)

b. Verify the following information:
   - Type – SAP or POS+ depending on method of payment
   - Details - Certified Cheque, Visa, American Express, or Mastercard
   - Payment Date – Date for SAP Receipt
   - Amount Paid –make sure this matches the number of people that are accompanying
   - Other Receipt from SAP/POS Receipt
   - Ensure Payment # matches the receipt
   - Click Allocate
   - Confirm that the current Balance is $0.00
   - Scroll down and verify that the proper amount was allocated to the correct lines. If you have a $0.00 balance, everything should have allocated properly, but you should always Verify.
   - If there is a balance and you are sure that all fees have been allocated correctly, you will have to enter an overpayment line. To do this follow these steps:
     - Scroll to the bottom of the Fees screen
     - Click New
     - Select Overpayment in the Fee field (must click on the ellipses)
     - Type in the Payment number (that is written on the SAP Receipt)

- Press CTRL + S
- Remaining balance should automatically populate
- If you have a file with an Overpayment line, you will have to bring the file to your Team Leader

Correspondence:

You will find that there is an automatically generated AOR that you will need to cancel. In the Status field of the AOR, change the status from Generated to Cancelled (**This step must be completed on every file or the AOR will automatically be sent to the Client**)

Label the File:

If you have an Intermec Label Printer on your desk, you need to print a Label for the file at this time. To do this follow the steps listed below:

- Click on the Reports Icon (This is the last icon in the bottom line of small icons located underneath the main toolbar at the top of your page
- Choose App # & PA's Information Label
- A window named Active Portal will pop up. Make sure the setting is set at 200%
- Click on the Print icon to view the label
- Click Print at the bottom of the window
- Select the printer Intermec Easy Coder PC41 (or it may be Easy Coder PC41)
- Make sure the Page Scaling is set to Shrink to Printable Area (May also just say FIT)
- Click PRINT to print the label – once printed, close label
- Apply this label horizontally to the Bottom left hand corner of the file jacket
- In black marker, write the client's Surname in the Name field on the file jacket

Next you must create and AOR (Acknowledgement of Receipt) for the PA on the application.

- Ensure that you are in the Correspondence Tab - Outgoing view
- Click New

- Under Request to Issue, select Letter
- Under Document Type select Acknowledgement of Receipt or type ACK and if you get a pop-up window, click OK
- Under Status, select Generate
- Click on the Execute magnifying Glass (second magnifying glass on the top right hand of the screen)
- The letter will generate in the Correspondence Attachments (Scroll down to the bottom of GCMS)
- Hyperlink / Click on the letter that generates (WORD LTR)
- Select Open from the pop up window
- This will open a new window, complete the following steps:
    i. Select Computer
    ii. T-Drive
    iii. Templates
    iv. Office Specific Templates
    v. CPC Sydney CIO_CTD Sydney BRCD
    vi. Mailroom
    vii. Email-Postive-PNP (ensure that you are selecting the correct language) or ltr - Positive PNP if no e-mail address was provided with the application.*
    - Once the email generates, if there is a Rep on file, you will need to ensure that there is a C/O Rep's name, Rep's business in the address field. If no, you will need to manually enter this information.
    - If the Name and Address of client is not capitalized, do the following steps:
        i. Highlight the portion that needs to be capitalized
        ii. Click on Aa button
        iii. Select Uppercase from the drop down menu
- Turn on the Lock feature
- Complete the appropriate fields in the body of the letter by referring to the SAP receipt
- Turn Off the Lock feature
- Click the Send to Mail Recipient
- In the From and BCC fields, enter Centralized-Intake Office
- Cut (CTRL + X) the email address(es) that are generated on the letter and Paste in the To field. If there is more than 1 email address, take out the period and put in a Semi-Colon instead

- Cut the Application for Permanent Residence in Canada subject line from the generated letter and Paste it into the Subject Field
- Click Send a Copy
- Close Letter, DO NOT SAVE
- Go Back to the Correspondence Tab
- Change the Status from Generated to Sent for the email that you just completed
- Tab to the VIA Field, you will need to select either Mail or Email, depending on which method you used to send the letter to the client.
- Print a copy of the letter and attach to your file (Do this from your Sent Folder)
  *If an email address is not provided, you must print off 2 copies of the letter. One gets attached to the application and 1 gets mailed to the client.

RCMP Clearance (if applicable):

- RCMP Clearances are to be initiated by the data enterer for any Male or Female on the application that is between the ages of 18 and 65 and has resided in Canada for at least 6 months (past or present). Complete the following steps:

  a. Click on History Tab
  b. Update APP Status Reason from Inventory to In Progress-CP
  c. Go to Admissibility view tab
  d. Select the Criminality Tab
  e. Highlight the person you would like to submit the RCMP check on
  f. Under the Sub Activities screen (bottom of screen)
  g. Click New
  h. Select Type RCMP Screening
  i. Under Status – select Submitted

  Complete the above steps for each person on the file that required an RCMP Check.

Update the Paper File Information:

- Click on the Paper File tab
  a. Highlight Registry on the B number line and ensure the correct B number was scanned in. Leave file in Registry.

Update the File Jacket:

On the File Jacket, you must write:

- Created
- Your Initials
- Date you Data Entered the file

If an RCMP Clearance was submitted on the application, you must write the following on the jacket as well:

- RCMP Check Initiated
- Your Initials
- Date you submitted the RCMP Check

Data is now complete. You will need to hold all files at your desk that you have sent an AOR Email in case the email Returns as Undeliverable (Bounce Back).

Once you have confirmed there are no bounce backs from the day before, place the data entered files on the appropriate mail cart in the mailroom behind the team leader's desk.

PNP / QSW Processing

Since confederation in 1867, immigration has been a shared responsibility between the provinces and the federal government. Currently in Quebec, immigration is based on an Act; for all other provinces and territories, it is policy-based. The other P's & T's do not have their own legislation, but rely on provincial policy and federal legislation. Because of this, there are differences in the rules, guidelines and policies we use to process Quebec applications and those from other provinces & territories. CIO makes decisions on Eligibility; Criminal Admissibility; and Medical Admissibility. The Principal Applicant and ALL dependent family members, whether accompanying or not, are subject to these eligibility and admissibility assessments.

Checking FOSS History and Relationship Status

Before checking to see if the applicant meets the criteria (is eligible) to apply in a certain line of business, you must first make sure you know who the family members are, and that none of them are already restricted from entering Canada. You will need to check FOSS details for every person on the file, and establish the relationships between the PA and each of the dependents. When checking the FOSS record, look for anything that contradicts information provided in the application, such as validity dates of permits, entry to Canada, etc. The FOSS history can also give you information you may use during the eligibility assessment – employment authorizations can confirm where the applicant is working, how long they've been in Canada, etc. Sometimes the applicant may have Canadian education, continuous residence in Canada for a number of years – these things will all help to guide you in your eligibility decision. Also, look for any removal orders or disciplinary actions taken against the applicant or his/her dependent family members in the past. Under A52(1), a foreign national must obtain a written Authorization to Return to Canada (ARC) after the enforcement of any of the following removal orders:

- a deportation order (lifetime ban from returning to Canada)
- a departure order that becomes a deportation order (lifetime ban from returning to Canada)
- an exclusion order, which could be a:
  - one-year ban, OR
  - two-year ban

FOSS History will display as:
Departure Order= DP
Deportation Order = DO
Exclusion Order = EO
Under certain conditions, a removal order may have been "stayed" or not enforced. For more information on removal orders, please see Webcart, at: http://cicwebcart/imm/pp/remove_e.htm

If the applicant or any dependent family member requires an ARC, the file must be referred to Program Support. If you see something in the FOSS history that you are unsure about, speak to the TL.

As for establishing relationships, you will need to make sure that all dependent family members are linked through birth certs, marriage certs, etc.; and that all non-accompanying family members still provide required information for criminal, medical checks, etc. Non-accompanying family members must still be screened, because under IRPA if a dependent family member is inadmissible, then the PA is too. The PA should also provide relevant documentation for excluded family members and former family members, such as a divorce decree, declarations and custody agreements. It is your responsibility to determine who the dependent family members are, so we know who must be examined. If you have questions about eligibility of family members as dependents, please speak to the TL.

Program Information:

PNP	QSW
R87, IRPR	R86, IRPR
Province nominates, CIC Selects	Quebec Selects
Sched 4 / 4A	Sched 5
Nomination Cert	CSQ

Eligibility Assessment

For the purpose of eligibility, CIC reviews the files in both the PNP and QSW categories for:

1. Essential documentation
2. Intent to Reside

There are additional reasons to refuse on eligibility for PNP, but for QSW, that's it!

Reasons for Refusal on Eligibility:

PNP	QSW
R87(2)(a) - intent to reside (*balance of probability)	**R86(2)(a)** - intent to reside (*balance of probability)
R87(2)(b) - no certificate of nomination (PA)	**R86(2)(b)** - each family member must be named on a CSQ
R87(3) - substitution of evaluation	
R87(5) - immigration-linked investment or the provision of capital	

Essential Documentation:

PNP – one nomination letter, which names the PA; Schedule 4 or Schedule 4A

QSW – one CSQ on file for **each person** on the application – PA and each accompanying dependent must have their own CSQ; Schedule 5

Intent to Reside:

CIC assesses the applicant's "intent to reside" in the province that nominated/selected them, for the purpose of determining eligibility in the immigration category. This assessment can include a variety of elements including family ties, education, cultural communities, previous experience in Canada (history), etc. But keep in mind that in order to refuse an applicant on this criterion, we require a higher threshold of proof – "balance of probability".

"Balance of probabilities" is a higher standard of proof than reasonable grounds to believe, but is lower than the criminal standard of beyond a reasonable doubt used in criminal proceedings. A party having the burden of proof by a "balance of probabilities" must be able to persuade, by the **evidence**, that a claim or a fact is more probably true than not true. The evidence presented favours or outweighs opposing evidence.

For this assessment you should not be looking at what is missing from the file (ie. "I don't see a job offer on the file!"); but rather look for conflicting evidence, such as:

- PA indicates on IMM008 they intend to reside in another province
- Job offer in another province
- Job offer in the province of nomination, but current/previous residence in another province AND all family members reside in that same former province of residence AND strong cultural/community ties obvious.

Substitution of Evaluation:

This assessment only applies to PNP applications. It is to be used when an officer has reason to believe the applicant is unlikely to successfully economically establish in the province of nomination. Officers should consider factors like: language skills; education/training; employment offer – wage, skill level, NOC; family size. Remember that the province decided this applicant was a good candidate and likely to establish successfully. This category is "employer driven", which means the employer contacts the province and requests the nomination. It is possible that the province had information about the job offer or business opportunities that we may not have. Nomination criteria differ from province to province, and are listed on individual provinces websites. Agents and officers should take the time to review and be aware of these criteria.

If the agent has reason to doubt the applicant's ability to economically establish, supported by evidence in the file, then the file should be referred to a Program Support officer. Officers will have to contact and consult with the province first. There may be documents on file that the province did NOT see; perhaps these documents would not have led to provincial nomination. The next step is to send a Procedural Fairness letter to the applicant and cc the province. You must provide the applicant with an opportunity to respond to our concerns that they will not successfully establish. All evidence provided by the applicant must be weighed in making the final decision. A refusal based on R87(3) required the concurrence of a second officer or unit manager.

Immigration-linked investment or the provision of capital:

This assessment only applies to PNP applications. R87(5) refers to further reasons for a refusal on eligibility, namely: the nomination was based on the provision of capital by the PA to the province; or the applicant intends to participate in, or has participated in, an immigration-linked investment scheme. In other words, the applicant has invested in a business which facilitates immigration to Canada or status or privilege under IRPA. This is difficult to prove, at best. Agents can review Schedule 4A, and if specific concerns arise based on what you see there, refer the file to an officer for investigation.

Medical Admissibility

All foreign nationals who are applying for permanent residence in Canada, as well as their family members, whether accompanying or not, must undergo a medical assessment. The requirement for a medical examination serves several purposes:

- to protect the health of Canadians;
- to protect the safety of Canadians;
- to reduce and prevent excessive demand on Canada's health and social services.

The applicant is inadmissible if they or any of their dependent family members has a condition which is likely to be a danger to public health or safety or if would likely cause excessive demand on health or social services in Canada.

The Immigration Medical Exam (IME) is conducted by an approved "panel physician" and results are submitted by the physician to a regional medical office. A Medical Officer (MOF), employee of CIC, then downloads the results and a medical profile to GCMS. This medical profile is the opinion of the CIC medical officer, expressed in a numeric code. It tells us whether the applicant is considered to be admissible or inadmissible on health grounds, based on the regs and OP15, and/or whether there are conditions or surveillance is required. When agents review a file for medical admissibility, you will see the following medical profiles and surveillance codes:

Medical Profile	Description	Surveillance Code	Action to be Taken
M1	No health condition or impairment	S1	Pass Meds
M1/9	Excessive Demand Exempt applicant with no health condition	S1	Pass Meds
M2	Medical condition noted; not a danger to public health	S1	Review medical diagnosis, notes; Pass Meds
M2	Medical condition noted; not a danger to public health nor excessive demand	S2 (2.02, 2.03, 2.04, 2.05, 2.06, 2.07	Review diagnosis, notes, etc.; Pass Meds
M2/3	Medical condition noted; not a danger to public health	S1	Review medical diagnosis, notes; Pass Meds
M2/3	Medical condition noted; not a danger to public health nor excessive demand	S2 (2.02, 2.03, 2.04, 2.05, 2.06, 2.07	Review diagnosis, notes, etc.; Pass Meds
M2/9	Medical condition, no danger to public health; excessive demand exempt	S1	Review medical diagnosis, notes; Pass Meds
M2/9	Medical condition, not a danger to public health; excessive demand exempt	S2 (2.02, 2.03, 2.04, 2.05, 2.06, 2.07	Review diagnosis, notes, etc.; Pass Meds
M3	Medical condition, potential demand on services not excessive - excessive demand exempt	S1	Pass Meds
M3/9	Medical condition, potential demand on services not excessive	S1	Pass Meds
M4	Danger to public health		Refer to Program Support
M5	Excessive Demand		Refer to Program Support
M6	Danger to public safety		Refer to Program Support

To review the diagnosis and notes:

On the Admissibility>Medical screen, scroll down to the bottom of the page. Click on Go To IMB to see the medical information in greater detail. If you scroll to the bottom of this view there are also a couple of different tabs you can look at there. You will find helpful information under the Diagnosis tab.

If meds are M2 with S code S2.02 or S2.04, the medical surveillance handout outlined in OP15 will be prepared by the visa officer responsible for visa issuance at the responsible visa office not by CIO Sydney.

Criminal Admissibility

All foreign nationals who are applying for permanent residence in Canada, as well as their family members who are over the age of 18 years must undergo a criminal assessment. All family members must be assessed whether they are accompanying the PA to Canada or not. CBSA has the policy responsibility for the classes of criminality that specifically relate to section A37 (Organized rime) while CIC has the policy responsibility over the remaining classes of criminality specified within the provisions of section A36. CIC is responsible to assess criminality for a foreign national who may have been:

- convicted in Canada per sections A36(1)(a) and A36(2)(a);
- convicted outside Canada per sections A36(1)(b) and A36(2)(b);
- committed an "act" outside Canada or upon entering Canada per sections A36(1)(c) and A36(2)(c).

GCMS creates criminality activities for clients aged 18 to 65. However, if younger or older applicants declare any convictions, a full criminality screening should be initiated as their age does not make them automatically admissible. Again, if a family member is inadmissible to Canada, then so is the PA.

Your criminal assessment of a client will be based on client disclosure and reviewing police certificates. A client will disclose their address history since their 18th birthday on their Schedule A (IMM 5669) and travel history for the past 10 years on the Your Travels Form (IMM 5562). Criminality is assessed by reviewing police certificates from all countries where an applicant has resided continuously for a period of at least six months since turning 18. This requirement is specified in all application kits and document checklists. Police certificates are not required under R10 so you may need to request them from the client if they are not on file.

A police certificate is a copy of the criminal record or a declaration of the absence of any criminal record. Police certificates are different in each country and territory and may be called police clearance certificates, good conduct certificates, judicial record extracts, etc. They are issued by police authorities or government departments and used by Citizenship and Immigration Canada (CIC) to prevent individuals who pose a risk to Canada's security from entering the country. The police certificate should not be issued more than 3 months prior to the date of the application. However, there are some cases where an older certificate may be acceptable. **All police certificates must be original-photocopies are not accepted.** Certificates in a language other than English or French must be accompanied by a certified translation and a translator's declaration.

Before requesting a police certificate, ensure you check our departmental website at www.cic.gc.ca and go to "How to obtain a police certificate" to ensure you are requesting the correct document and stay current with any changes. Each country has different procedures and it is your responsibility to request the correct

document based on the information you find on our departmental website and any updates you may have received via email.

There are several Criminality Assessment tools to aid you in your assessment:

- RCMP Name check for applicants who have lived in Canada – the check is initiated by data entry clerk through GCMS for any applicant or dependent on the file over the age of 18 years that has residing in Canada for a period of at least 6 months; if results inconclusive, RCMP fingerprint check will be required. NOTE: in some cases, you will have to initiate the RCMP check yourself.
- CIC's departmental website outlining country specific information on what police certificates applicants are required to submit and instructions on how to obtain the documents: http://www.cic.gc.ca/english/information/security/index.asp
- Police Certificate Image Library on CIC Connection houses a number of samples of police certificates. When consulting this library, please keep in mind any country can update the format of their police certificates at any time, so the document that may be on this library may not be the current version. The Image Library can be consulted at http://www.ci.gc.ca/connexion/tools-outils/certificat/index-eng.aspx.
- Police Certificate Binder – This resource was created for in-house use only. This is a living document that is frequently updated by agents, officers and team leaders. If you find an old version of a police certificate on the Police Certificate Image Library, there may be a newer version in the Police Certificate Binder that we have accepted at CIO.

***If you review a police certificate that shows the applicant has had criminal convictions, you will refer the file to a Program Support Officer for review. ***

Things to watch for:

- ✓ Countries often issue more than one kind of clearance
  - National record check vs. Local police station records
  - Some countries issue both fingerprint and name check based certificates
  - Multiple certificates (national and state/provincial, police vs. Court records) are sometimes required
- ✓ Some countries only issue certificates if the applicant provides a formal request letter from CIC
  - For example: Singapore, Hong Kong and others require specific formats
- ✓ Some countries will not send certificates to the applicant, only to CIC offices
  - For example: Mexico (Federal), Israel, among others
- ✓ Some countries will issue certificates through Consulate, High Commission or Embassy offices
  - These can be originals (e.g. India) or certified copies (e.g. Austria).
- ✓ Some countries will not issue certificates to non-citizens or non-residents or will only issue to a proxy appointed to apply in the country on the foreigner's behalf
  - For example: Saudi Arabia (sometimes)
- ✓ Some certificates do not always clearly indicate the outcome of an arrest or charge
  - For example: US Federal Bureau of Investigation.

Cases of specific countries where police certificates may have peculiar remarks requiring additional interpretation or require different procedures to obtain:

Australia

Applicants must provide a Standard Disclosure – name check. Certificates issued on the basis of a "Complete Disclosure" are not acceptable.

IMPORTANT AND MANDATORY: Additional requirements apply for those who lived in or currently live in the States of Queensland and/or Victoria after their 18th birthday:

- Residents of **Queensland** must submit a *Traffic History* which goes back to their 18th birthday or the day on which their first Australian driver's license was issued.
- Residents of **Victoria** must submit a *License History Search* which goes back to their 18th birthday or the day on which their first Australian driver's license was issued.

Applicants who are unable to provide a Traffic History or a License History Search must provide evidence, issued by the Queensland and/or Victoria roads authority, stating that the person has never held a driver's license in that state.

NOTE: Given the complexity the Visa Office Sydney, Australia can always assist in determining what combination is acceptable.

Canada

Police certificates issued by provinces and cities within Canada are not acceptable. The only form of police certificate or clearance CIC accepts for Canada is the RCMP check. The RCMP check is initiated in GCMS for any applicant or person on the file who has resided in Canada for a period of at least 6 months consecutively since turning 18 years old. This check is based solely on name and date of birth of an applicant. In GCMS, RCMP Screening status showing "*No Reportable Trace*" means that the name and date of birth check is ok and the applicant has no convictions or criminal history in Canada. A status showing "*Fingerprints Required*" means the results of the name and date of birth search were inconclusive. You will need to request a RCMP Criminal Record Check based on fingerprints from the client. When composing your document request letter, please re-write the paragraph to read as follows:

- You must provide a certified RCMP Criminal Record Check based on fingerprints. Please check the CIC website (Obtaining Police Certificates) and refer to RCMP certificates in Canada for details on obtaining a RCMP Criminal Record Check. Consult http://www.rcmp-grc.gc.ca/cr-cj/fing-empr2-eng.htm for detailed instructions.

To ensure we are providing up-to-date information to the client, it is good practice to check the link in the paragraph above periodically to ensure it is still useable.

A copy of the client's fingerprints on the green and white legal-sized paper is not accepted in lieu of the RCMP Criminal Record Check based on fingerprints.

India

There is no standard format for Indian police certificates. However, depending on where the applicant currently resides in India, there are different officials who are permitted to issue and sign the police certificate. India is comprised of 28 states and 7 union territories. The states and territories are further

subdivided into districts. You may need to do some research on what state/district your client is residing in before accepting a police certificate.

- **Police certificates for states other than the Punjab can be issued and signed by the following officials:**
  Senior Superintendent of Police/Superintendent of Police/Commissioner or Deputy Commissioner of Police, the Additional Commissioner of Police, or the Station House Officer (Police clearance certificates issued by the Regional Passport Office are also acceptable).

- **Police certificates for the state of Punjab must be issued and signed by the following officials:**
  Senior Superintendent of Police or the Regional Passport Office may sign a Police Clearance Certificate.

If the applicant is not residing in India, applicants normally provide a police certificate that has been issued by the Indian embassy or consulate located in the country where they are residing.

New Zealand

Clients are not able to go directly to the authorities in New Zealand and request a PC on their own behalf – we (CIC) have to do that. However, applicants must provide us with a specific completed form for CIC to use. Currently, the visa office in Sydney, Australia is requesting these record checks for us. Note: Only the **Criminal History Report** is acceptable for New Zealand. We cannot accept the New Zealand Ministry of Justice certificate or any other substitute.

Applicants must provide us with the following:

- A completed, signed Consent to Disclosure of Information (NZ) form; and
- A clear photocopy of their current photo/ID page and signature page of their passport (the photocopy of the passport does not need to be certified or notarized).

If the above noted disclosure form and photocopy of the passport When we receive the file with this documentation, the agent/officer assessing the file must:

- **Obtain a scanned copy of the ID documents and client's authorization as noted above.** If you do not have access to a scanner, bring the documents to your team leader or supervisor to have them scanned and emailed to you.
- **Contact VO Sydney, Australia and ask them to request the PC from New Zealand.** You can send an email to Sydny-im@international.gc.ca . You don't need to issue a formal doc request letter out of GCMS, just a couple of explanatory lines in the message will do. Attached the scanned documents to your email.
- **BF the file awaiting the New Zealand Criminal History Report.**

Philippines

Police Cert issued by: National Bureau of Investigation (NBI)

Remarks: No Record on File, No Derogatory Record, No Criminal Record, No Pending Case, Record as Stated.

What the remarks mean: First time Police Certificate requested in the Philippines will indicate 'NO RECORD ON FILE' (this is good). Second request made comes back 'NO DEROGATORY RECORD' (this too is good). Experience has shown that only the notation 'NO DEROGATORY RECORD' in the remarks column of the Police

certificate indicates with certainty that the applicant has no record of arrest or conviction. 'NO CRIMINAL RECORD' indicates that there could be charges or convictions that could affect the outcome of the application. 'NO PENDING CASE' indicates the applicant was likely charged or convicted of a criminal offence in the past, but that there are no current pending charges against the applicant.

**If you receive any NBI Record clearances that indicate NO CRIMINAL RECORD or NO PENDING CASE, you will refer the file to Program Support for further review

Saudi Arabia

There are some issues with obtaining police certificates from Saudi Arabia for non-Saudi Arabian nationals. We are still requesting them from the client when required. Here is a copy of the statement from the Saudi Arabian Embassy in Canada on police certificates:

POLICE CLEARANCE FROM SAUDI ARABIA

The Royal Embassy of Saudi Arabia regrets to inform you that starting November 3, 2010, we no longer can obtain police clearance for former residents of Saudi Arabia through this embassy. To obtain a police clearance from Saudi Arabia you are advised to contact your embassy here in Canada or in Saudi Arabia.

SUGGESTED OPTIONS TO OBTAIN A POLICE CLEARANCE OUTSIDE THE EMBASSY

(A)

How to obtain the Police Clearance on your own

If you have a family member in Saudi Arabia, you can give him power of attorney to issue you a Police Clearance. You would need:

a- fingerprints
b- b- power of attorney appointing a mooaqeb (agent), family member or a friend to present and receive the P.C. on your behalf, it must be in both languages English and Arabic, attach copy of your iqama or visa in Saudi Arabia.

These documents must be stamped at the Saudi Consulate before sending them to Saudi Arabia. In order to do that, please follow the instructions on the Saudi Embassy's website, consular services, legalization: www.saudiembassy.ca

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(B)

You can go with a private company on your own responsibility :

www.globalvisaservices.ca
www.visaenterprise.com

Singapore

CIC requires a Certificate of Clearance (COC) in order to assess an applicant's admissibility to Canada and will **not** accept a Statutory Declaration of no criminal conviction.

The client cannot apply for a Certificate of Clearance (COC) from Singapore without an official request from an immigration office. When reviewing a PNP or QSW file and you have determined that a police certificate is required from Singapore, you must send the client an official request that is different than the regular document request letter. In addition to the official request, you must send the applicant a COC Appeal Application Form (only available in English) in PDF format. The official request letter and COC Appeal Application Form in PDF format can be found at T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\CPC Sydney CIO-CTD Sydney BRCD\TEAM 1 PNP QSW\POLICE CERT ADDITIONAL INFO.

South Korea

The Criminal History Information Record – *Bumjoi Gyung-ryuck ·Soosa Gyung-ryuck* ***Jo Hoi*** *Hoibo-seo* (범죄경력·수사경력조회 회보서)and respective translations should identify three essential components:

1. Criminal history,
2. Investigation history, and
3. Lapsed records.

All Criminal History Information Records (CHIR) from South Korea must indicate that all records have been searched, including any lapsed records. As a bit of a background, Korea's Act on Lapse of Criminal Sentence provides that all criminal convictions, including offences that are so serious as to render the individual inadmissible to Canada are not recorded in official police certificates after a certain passage of time (10 years). These convictions are still recorded in the official database, and are available upon request by the individual to whom the record pertains.

In addition, Korea has a history of Presidential Pardons which are granted every year (15 August) to celebrate Independence Day. These Presidential Pardons appear to have the same effect as lapsed records, in that the related conviction is no longer recorded in the official police certificates, although these convictions are still recorded in the official database. Presidential Pardons have no force or effect in Canadian law (IRPA & Interpretation Act), as they are not full judicial pardons.

Effective November 2011, we now insist that all CHIR show/disclose a complete criminal and investigation history, including lapsed records, and we have been rejecting any and all CHIRs that do not explicitly state they include "lapsed records" since January 2012.

United Kingdom (England, Scotland, Wales, Northern Ireland, the Isle of Man, the Channel Islands)

Police Cert issued by: UK Association of Chief Police Officers (ACPO)

Remarks: No Trace, No Live Trace, Cautions, Impending Prosecution, Positive, Cautions, *Rehabilitation of Offenders Act.*

What the remarks mean: 'NO TRACE' means that the applicant has no conviction history. 'NO LIVE TRACE' means that the applicant has a conviction history that is not disclosed due to the retention guidelines. Convictions are stepped down according to the age of subject, the final outcome, the sentence imposed, and the offence category. If the status reads 'IMPENDING PROSECUTION' this means that the applicant has an

outstanding arrest disposal. 'POSITIVE' means that the applicant has a conviction history that is detailed on the certificate. Details include the date of offence, the offence, the court and disposal.

United States of America

The only form of police certificates that CIC accepts from the United States of America is the FBI clearance certificate. Applicants apply for a Federal Bureau of Investigation (FBI) certificate with fingerprints. The FBI will send the applicant a letter with the results of their record check. That letter will be their police certificate. The applicant will then send the original FBI letter and any attached documents to the CIC office processing their file. All police certificates must be **originals**.

As per FBI website, there are FBI-approved Channelers who can receive the fingerprint submissions and relevant data, collect associated fees, electronically forward the fingerprint submission with the necessary information to the FBI CJIS Division for a national criminal history record check and receive the electronic record check result for dissemination to the individual. An FBI-approved Channeler simply helps expedite the criminal history record information on behalf of FBI. Documents issued by a Channeler are NOT accepted by CIC in lieu of the FBI certificate mentioned in the paragraph above.

Inserts

Insert to Be Used When Client Supplies Passport as Proof of Birth for India

Please note, we do not accept passports as proof of birth, therefore we are unable to accept details from passport. We do accept secondary school records that contain the following:

1) Applicant's name
2) Date of birth
3) Name of parent/parents

If you are not able to provide a birth certificate with all 3 criteria, we require an affidavit stating all of this information or that a birth certificate cannot be attained.

Insert for when Client does not provide A Birth Cert or Secondary School Records for India

If you are unable to provide a birth certificate or secondary school records that indicate your date of birth and parentage, please provide an affidavit that has the following information:

1) Name of client
2) Date of birth of client
3) Parents names (mother, father or both is acceptable)

Insert for When Client Provides Secondary School Records that do not Contain All Necessary Information for India

Please note: the birth certificate (secondary, matriculation or school leaving forms) provided as the clients birth certificate requires all of the following information on one form:

1. Name of client
2. Date of birth for the client
3. Parent's name (either mother, father or both is acceptable)

These inserts are on the G-Drive. You only copy and paste the insert you need (minus the title) onto a blank word document to print.

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- PNP folder
- Appendix-Insert-India Birth Docs

Who is a Dependant?

FAMILY MEMBERS INCLUDE A SPOUSE, A COMMON-LAW PARTNER, DEPENDENT CHILDREN, AND DEPENDENT CHILD OF A DEPENDENT CHILD:

TERM	DEFINITION
SPOUSE	REFERS TO EITHER OF THE TWO PERSONS (OPPOSITE OR THE SAME SEX) IN A LEGALLY-RECOGNIZED MARRIAGE.
A COMMON-LAW PARTNER	REFERS TO A PERSON WHO IS LIVING IN A CONJUGAL RELATIONSHIP WITH ANOTHER PERSON (OPPOSITE OR SAME SEX), AND HAS DONE SO CONTINUOUSLY FOR A PERIOD OF AT LEAST ONE YEAR. A CONJUGAL RELATIONSHIP EXISTS WHEN THERE IS A SIGNIFICANT DEGREE OF COMMITMENT BETWEEN TWO PEOPLE. COMMON-LAW PARTNERS MUST ATTACH ANY DOCUMENTS THAT SHOW THEY ARE IN A COMMITTED AND GENUINE RELATIONSHIP, FOR EXAMPLE EVIDENCE THAT THEY SHARE THE SAME HOME, THAT THEY SUPPORT EACH OTHER FINANCIALLY AND EMOTIONALLY, THAT THEY HAVE HAD CHILDREN TOGETHER, OR THAT THEY PRESENT THEMSELVES IN PUBLIC AS A COUPLE. COMMON-LAW PARTNERS WHO ARE UNABLE TO LIVE TOGETHER OR APPEAR IN PUBLIC TOGETHER BECAUSE OF LEGAL OR CULTURAL RESTRICTIONS IN THEIR HOME COUNTRY MAY STILL QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION. COMMON-LAW PARTNERS THAT MEET THE CONDITIONS OUTLINED ABOVE BUT WHO HAVE BEEN SEPARATED FOR REASONS BEYOND THEIR CONTROL (FOR EXAMPLE, CIVIL WAR OR ARMED CONFLICT) MAY QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION.
DEPENDENT CHILDREN	REFERS TO THE CHILDREN OF THE PRINCIPAL APPLICANT OR OF THE PRINCIPAL APPLICANT'S SPOUSE OR COMMON-LAW PARTNER. THEY MUST: • BE UNDER THE AGE OF 22 AND NOT HAVE A SPOUSE OR COMMON-LAW PARTNER; OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT AND HAVE BEEN CONTINUOUSLY ENROLLED AND IN ATTENDANCE AS FULL-TIME STUDENTS IN A POST-SECONDARY INSTITUTION ACCREDITED BY THE RELEVANT GOVERNMENT AUTHORITY SINCE BEFORE THE AGE OF 22 (OR SINCE MARRYING OR ENTERING INTO A COMMON-LAW RELATIONSHIP, IF THIS HAPPENED BEFORE THE AGE OF 22); OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT SINCE BEFORE THE AGE OF 22 AND BE UNABLE TO PROVIDE FOR THEMSELVES DUE TO A MEDICAL CONDITION.
DEPENDENT CHILD OF A DEPENDENT CHILD	• REFERS TO CHILDREN OF DEPENDENT CHILDREN OF THE PRINCIPAL APPLICANT OR THOSE OF HIS OR HER SPOUSE OR COMMON-LAW PARTNER.

Merge Template

If you search a client and GCMS gives you two client ID's you will have to send an email to QRC.

The email is sent to QRC-MERGES@cic.gc.ca

Subject line should read: FOSS MERGE REQUEST PR.

MERGE REQUEST TEMPLATE TO BE PASTED INTO AN E-MAIL

HELLO: PLEASE COMPLETE THE FOLLOWING MERGE:

LAST NAME, FIRST NAME –

DATE OF BIRTH –

COUNTRY OF BIRTH –

DUPLICATE FOSS ID NUMBERS (NO HYPHENS/NO SCREENSHOTS) -

PREFERRED ID-

REASON FOR THIS ID -

Thank you,

This Template is located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- PNP folder
- Z-Merge Request Template

Undisclosed Rep Procedures

An **undisclosed rep** is a representative who does not want you to know that they have helped the principal applicant out with their application forms. Undisclosed reps usually try to hide they had any involvement with the application because we are legally not allowed to conduct business with them.

1. Open file (organize)

2. Check for rep form (IMM5476 or IMM5474)

3. Check **mailing address**; you are basically looking for a mailing address that doesn't make sense for a client to use unless they have a paid rep on file; (look for something in mailing address to indicate that client may have an undisclosed rep; such as; **"c/o"** , **"advocate"**, "**suite #"**, etc. *Note; keep in mind that clients are allowed to use other mailing address such as family or friends, if you come across a "c/o Danielle Smith, it is useful to have a quick look at the additional family information page to see if Danielle Smith is in fact a member of the PA's family.*

4. Check **email address** (look for something in email address to indicate that client may have an undisclosed rep on file; such as the name in email not matching the principal applicant on file. For example principal applicant name on file is- Patel, Kaur, however email address is; mark@immigrationspecialist.com. It is also important to pay attention to "tell" words in email such as "immigration", "law", "advocate", etc.

5. You may have an idea whether or not you **suspect** an undisclosed rep. If you do suspect an undisclosed rep, it may be useful to have a quick look on the client's **original mailing envelope** to see if more info concerning mailing address is present.

6. If you suspect an undisclosed rep, you can go onto the **G-Drive** under **CIO mailroom**, go to **suspected reps** and try to verify your suspected rep. Whether or not you can verify your suspected rep you should complete the next step to follow as well.

7. Go onto Google website, type in the mailing address from application. See if anything concerning your address pops up in regards to immigration. For example; you type in;

   C/O Dawn Rose, 151 Red Street, Suite 121, BC, Canada, Google will provide pages related to your search...look at the pages Google brings up and see if you can match up the mailing address on application, email address on application and possibly phone number on application. If you can link the mailing address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

8. If you have done a Google search for mailing address on application but cannot find a match/link, you can **Google the email address** provided on application. If you don't get a match via email you can move around the email address a bit, for example; mark@immigrationspecialist.com entered on Google; no match/link,

You could try to Google; markimmigrationspecialist; no match/link,
You could try; immigrationspecialist.com and so on until you've exhausted your possibilities searching email. If you can link the email address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

9. After performing your Google search on mailing/email address you only have two options;
   1. You have not found a match/link between mailing address/email address/phone # on Google; in this case you must let application go through as normal. You must let your suspicions go and process as normal.

   2. You have found a match/link between the mailing address/email address on application and Google search websites; you know that there is an undisclosed rep on file. By this point, you should already have Google web page printed out and attached to file. You must finish completeness checking application as per regular procedures. If the file would have been a **return**, attach any relevant appendix to application and give file to team leader, making sure that undisclosed rep info is on the top and appendix directly follows. If the file is **complete,** make sure that undisclosed rep info is on the top of the file and give file to team leader.

Procedures for Returning Original Docs

1. When you receive an original "old" document, we will now be making a copy of that document and placing the copy on file and returning the original with the attached letter. These originals would consist of original passports, original marriage certificates that are yellowed, ragged and wrinkled, original credit cards, original sin cards, etc. (documents that look irreplaceable) these do not include identity documents from India or any other regular identity document unless again they look irreplaceable. These documents should be easy to spot as they are very old looking. If you are unsure if a document should be returned, please do not hesitate to contact one of the team leaders.

   This letter can be located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- PNP folder
- z-Ltr-ENG- return original docs

2. Please note if your file is complete you will have to enter a note in GCMS stating that you returned an original document on a complete file; (please see " useful notes" below for an example of what note your note should say.

Note for files that are complete but have had an original doc returned to them;

Please note; PA provided original documents. Documents included were birth cert (for spouse and PA), marriage registration cert... All of these original docs have been sent back to mailing address on file as of INSERT DATE. A photocopy of each of these documents remains on complete application.

You will need to make appropriate changes to note to list what original documents were received and you returned back to client.

You will only be returning original documents that appear to be old and irreplaceable (usually yellowed, ripped, etc...), original passports, driver's license, ID cards, etc... All other original documents will follow the procedures on page 2 of this manual.

Applications and Required Documents

This is where the date stamp goes

R10 Ok YOUR INITIALS
No Rep/Pd Rep
PA $550
SP$550
$1100

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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PAGE 1 of 5

GENERIC APPLICATION FORM FOR CANADA

APPLICATION DETAILS

1 Program under which you are applying: ECONOMIC

2 Category under which you are applying: PROVINCIAL NOMINEE

Check if validated

3 How many family members, including you, are in this application (see instructions guide)? 1

4 Immigration Office requested for processing this application

5 Language preference for:
a) Correspondence: ENGLISH
b) Interview: ENGLISH
c) Interpreter requested: NO

6 a) Province/Territory: MB
b) City/Town: WINNIPEG

7 a) Have you received your Certificat de Sélection du Québec (CSQ)? ☑ No ☐ Yes
b) If yes, please indicate the number: "NA"
c) If no, when did you apply for your CSQ? "NA" YYYY-MM-DD

PERSONAL DETAILS

1 Full Name
Family name(s) (exactly as shown on your passport or travel document): [redacted]
Given name(s) (exactly as shown on your passport or travel document): [redacted]

2 Have you ever used any other name (e.g. Nickname, maiden name, alias, etc.)? ☐ No ☐ Yes
Family name(s): "NA"
Given name(s): "NA"

3 UCI: "NA"
4 Sex: MALE
5 Height: cm OR ft. in.
6 Eye colour: BROWN

7 Date of Birth: YYYY MM
8 Place of birth: City/Town / Country

9 Citizenship
1) ▶
2) ▶ "NA"

10 Current country of residence:

Country	Status	Other	From	To
	CITIZEN	"NA"	"NA" YYYY-MM-DD	"NA" YYYY-MM-DD

11 Date and place of your last entry to Canada ▶ Date: "NA" YYYY-MM-DD / Place: "NA"

12 Previous countries of residence: During the past five years have you lived in any country other than your country of citizenship or your current country of residence (indicated above) for more than six months? ☑ No ☐ Yes

Country	Status	Other	From	To
"NA"	"NA"	"NA"	"NA" YYYY-MM-DD	"NA" YYYY-MM-DD
"NA"	"NA"	"NA"	"NA" YYYY-MM-DD	"NA" YYYY-MM-DD

IMM 0008 (08-2011) E

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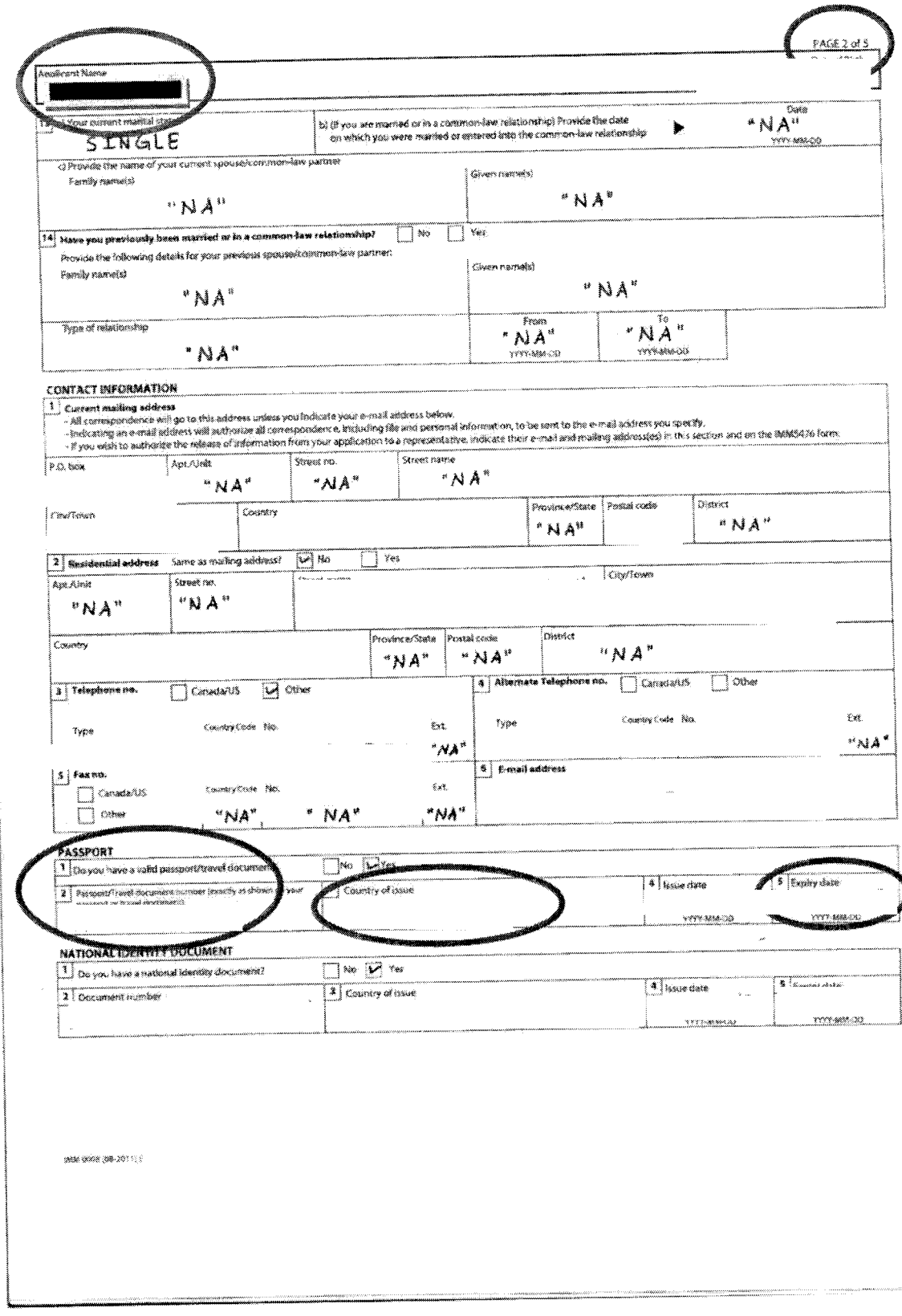
(DISPONIBLE EN FRANÇAIS - IMM 0008 F)

Canada



PAGE 2 of 5

Applicant Name: [redacted]

13 Your current marital status: SINGLE

b) (If you are married or in a common-law relationship) Provide the date on which you were married or entered into the common-law relationship ▶ Date: "NA" YYYY-MM-DD

c) Provide the name of your current spouse/common-law partner

Family name(s): "NA" | Given name(s): "NA"

14 Have you previously been married or in a common-law relationship? ☐ No ☐ Yes

Provide the following details for your previous spouse/common-law partner:

Family name(s): "NA" | Given name(s): "NA"

Type of relationship: "NA" | From: "NA" YYYY-MM-DD | To: "NA" YYYY-MM-DD

CONTACT INFORMATION

1 **Current mailing address**
- All correspondence will go to this address unless you indicate your e-mail address below.
- Indicating an e-mail address will authorize all correspondence, including file and personal information, to be sent to the e-mail address you specify.
- If you wish to authorize the release of information from your application to a representative, indicate their e-mail and mailing address(es) in this section and on the IMM5476 form.

P.O. box | Apt./Unit: "NA" | Street no.: "NA" | Street name: "NA"

City/Town | Country | Province/State: "NA" | Postal code | District: "NA"

2 **Residential address** Same as mailing address? ☐ No ☐ Yes

Apt./Unit: "NA" | Street no.: "NA" | City/Town

Country | Province/State: "NA" | Postal code: "NA" | District: "NA"

3 **Telephone no.** ☐ Canada/US ☑ Other

Type | Country Code | No. | Ext.: "NA"

4 **Alternate Telephone no.** ☐ Canada/US ☐ Other

Type | Country Code | No. | Ext.: "NA"

5 **Fax no.**

☐ Canada/US ☐ Other | Country Code: "NA" | No.: "NA" | Ext.: "NA"

6 **E-mail address**

PASSPORT

1 Do you have a valid passport/travel document? ☐ No ☑ Yes

2 Passport/Travel document number (exactly as shown on your [redacted]) | 3 Country of issue | 4 Issue date YYYY-MM-DD | 5 Expiry date YYYY-MM-DD

NATIONAL IDENTITY DOCUMENT

1 Do you have a national identity document? ☐ No ☑ Yes

2 Document number | 3 Country of issue | 4 Issue date YYYY-MM-DD | 5 Expiry date YYYY-MM-DD

IMM 0008 (08-2011) E

Applicant Name: [redacted]

Date of Birth

EDUCATION/OCCUPATION DETAIL

1 Highest level of education	2 Number of years of education in total
3 Current occupation	4 Intended occupation

LANGUAGE DETAIL

1 a) Native language	b) If your native language is not English or French, which one do you use most frequently? ENGLISH	2 Are you able to communicate in English and/or French? ENGLISH

DEPENDANT(S)

You must provide the following details about each of your family members, whether they will be accompanying you to Canada or not. **You must include your spouse or common-law partner, if applicable, and all of your dependent children, and those of your spouse or common-law partner, who are not already permanent residents or citizens of Canada.**

PERSONAL DETAILS

1 **Full Name** Family name(s) (exactly as shown on your passport or travel document) "NA"			Given name(s) (exactly as shown on your passport or travel document) "NA"		
2 **Have you ever used any other name (e.g. Nickname, maiden name, alias, etc.)?** ☐ No ☐ Yes Family name(s) "NA"			Given name(s) "NA"		
3 **UCI** "NA"	4 **Sex** "NA"	5 **Height** ▶ cm "NA"	OR ft.	in.	6 **Eye colour** "NA"
7 **Date of Birth** "NA" YYYY MM DD	8 **Place of birth** City/Town "NA"		Country "NA"		
9 **Citizenship(s)** 1) ▶ "NA"		2) ▶ "NA"			
10 a) Relationship to principal applicant "NA"		b) Other "NA"			
11 a) Will accompany principal applicant to Canada? ☐ No ☐ Yes b) Reason why dependant is non-accompanying "NA"		12 **Dependant Type** "NA"			

13 **Current country of residence:**

Country	Status	Other	From	To
"NA"	"NA"	"NA"	"NA" YYYY-MM-DD	"NA" YYYY-MM-DD

14 **Date and place of your last entry to Canada** ▶ Date "NA" YYYY-MM-DD Place "NA"

15 **Previous countries of residence:** During the past five years have you lived in any country other than your country of citizenship or your current country of residence (indicated above) for more than six months? ☐ No ☐ Yes "NA"

Country	Status	Other	From	To
"NA"	"NA"	"NA"	"NA" YYYY-MM-DD	"NA" YYYY-MM-DD
"NA"	"NA"	"NA"	"NA" YYYY-MM-DD	"NA" YYYY-MM-DD

IMM 0008 (Feb 2011) E

Applicant Name: [redacted]

16 a) Your current marital status: "N A"

b) (If you are married or in a common-law relationship) Provide the date on which you were married or entered into the common-law relationship: "N A" (Date, YYYY-MM-DD)

c) Provide the name of your current spouse/common-law partner

Family name(s): "N A"

Given name(s): "N A"

17 **Have you previously been married or in a common-law relationship?** ☐ No ☐ Yes

Provide the following details for your previous spouse/common-law partner:

Family name(s): "N A"

Given name(s): "N A"

Type of relationship	From	To
"N A"	"N A" YYYY-MM-DD	"N A" YYYY-MM-DD

PASSPORT

1 Do you have a valid passport/travel document? ☐ No ☐ Yes "N A"

2 Passport/Travel document number (exactly as shown on your passport or travel document)	3 Country of issue	4 Issue date	5 Expiry date
"N A"	"N A"	"N A" YYYY-MM-DD	"N A" YYYY-MM-DD

NATIONAL IDENTITY DOCUMENT

1 Do you have a national identity document? ☐ No ☐ Yes "N A"

2 Document number	3 Country of issue	4 Issue date	5 Expiry date
"N A"	"N A"	"N A" YYYY-MM-DD	"N A" YYYY-MM-DD

EDUCATION/OCCUPATION DETAIL

1 Highest level of education	2 Number of years of education in total
"N A"	"N A"

3 Current occupation	4 Intended occupation
"N A"	"N A"

LANGUAGE DETAIL

1 a) Native language	b) If your native language is not English or French, which one do you use most frequently?	2 Are you able to communicate in English and/or French?
"N A"	"N A"	"N A"

IMM 5008 (09-2017) E

Applicant Name: [redacted]

CONSENT AND DECLARATION OF APPLICANT

Consent to release information

I, (first name, last name) ___ on behalf of **myself** and all dependants included in this application, authorize Citizenship and Immigration Canada to share the information collected in this application as well as supporting documentation with Provincial and Territorial authorities with responsibility for immigration for the purposes of the *Immigration and Refugee Protection Act*.

I agree that the information contained in this application related to my intended occupation, education and work experience may be shared with prospective employers in order to assist them in hiring workers.

☐ No ☑ Yes

Consent to release information for Evaluation purposes

This declaration covers the information I have provided on this form and all the information submitted in my application as well as in the attached schedules and accompanying documents.

I understand that any false statements or concealment of a material fact may result in my exclusion from Canada and may be grounds for my prosecution or removal.

I also understand that should I be found to be inadmissible for misrepresentation under section 127 of the *Immigration and Refugee Protection Act*, I may be barred from entering Canada for a period of two years following a final determination of my inadmissibility or, if this determination is made in Canada following my removal from Canada.

I understand that if I wish to work in a regulated occupation, it is my responsibility to obtain information on the licensing requirements from the appropriate regulatory body in Canada and that should I be issued a visa for Canada, I am not guaranteed employment in Canada in my occupation or in any other occupation.

I understand that should I be issued a visa for Canada, conditions may be imposed on me at the time of its issuance and that I will be required to meet them.

I understand all the foregoing statements, having asked for and obtained an explanation on every point that was not clear to me.

I realize that once this document has been completed and signed, it will form part of my Immigration Record and will be used to verify my family details on future applications.

I [illegible] immediately inform the visa office where [illegible] submitted my application if any of the information or the answers provided in my application forms change.

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

Signature ___ for a person less than 18 years of age. Date: YYYY-MM-DD

IMPORTANT NOTE:
This application must be signed and dated before it is submitted.
Do not forget to include: photos, fees (if applicable), and any other documents required by the visa office. Review application guide and kit for more information and verify you have completed all of the required documents as per the document checklist.

"The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada. It will be stored in Personal Information Banks (PIB) 042 entitled Immigrant Case File and PIB 009 entitled Refugee Claim in Canada Case File - CIC. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS) and foreign governments in accordance with the subsection 8(2) of the *Privacy Act*. Information may also be disclosed to foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation where such sharing of information may not put the individual and or his/her family at risk. In accordance with the *Privacy Act* and the *Access to Information Act*, individuals have a right to protection of and access to their personal information. Details on these matters are available at the Infosource website (http://infosource.gc.ca) and through the Citizenship and Immigration Canada Call Centre. Infosource is also available at public libraries across Canada."

IMM 0008 (06-2011) E

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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PAGE 1 OF 4

SCHEDULE A
BACKGROUND / DECLARATION

The principal applicant, his or her spouse or common-law partner, if applicable, and all dependent children aged 18 years or older listed in the application for permanent residence must complete their own copy of this form.

If there is not enough space to provide all the necessary information, attach to this form a separate sheet of paper with further details. Print your name at the top of each additional sheet and indicate the form's title and the number of the question you are answering.

Before you start completing this form, make enough photocopies for your needs. You can also print all or part of this form from our Web site at www.cic.gc.ca.

BEFORE YOU START, READ THE INSTRUCTION GUIDE
TYPE or PRINT in black ink

☑ The principal applicant ☐ The spouse, common-law partner ☐ A dependent child aged 18 years or older of the principal applicant

1. **Your full name**
   Family name: [redacted]
   Given name(s):

2. **Your full name written in your native language or script** (e.g., Arabic, Cyrillic, Chinese, Korean, Japanese characters or Chinese commercial/telegraphic code)

3. **Your date of birth**

4. **Personal details of your father**
   Family name: [redacted]
   Given name(s):
   Date of birth
   Town/City of birth
   Country of birth
   Date of death, if deceased: Year "NA" Month "NA" Day "NA"

5. **Personal details of your mother**
   Family name at birth: [redacted]
   Given name(s):
   Date of birth
   Town/City of birth
   Country of birth
   Date of death, if deceased: Year "NA" Month "NA" Day "NA"

6. **Have you, or, if you are the principal applicant, any of your family members listed in your application for permanent residence in Canada, ever:**

	YES	NO
a) been convicted of a crime or offence in Canada for which a pardon has not been granted under the *Criminal Records Act* of Canada?	☐	☑
b) been convicted of, or are you currently charged with, on trial for, or party to a crime or offence, or subject of any criminal proceedings in any other country?	☐	☑
c) made previous claims for refugee protection in Canada or at a Canadian visa office abroad, in any other country or countries, or with the United Nations High Commissioner for Refugees (UNHCR)?	☐	☑
d) been refused refugee status, an immigrant or permanent resident visa (including a *Certificat de sélection du Québec* (CSQ)) or application to the *Provincial Nominee Program*) or visitor or temporary resident visa, to Canada or any other country?	☐	☑
e) been refused admission to, or ordered to leave, Canada or any other country?	☐	☑
f) been involved in an act of genocide, a war crime or in the commission of a crime against humanity?	☐	☑
g) used, planned or advocated the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
h) been associated with a group that used, used, advocated or advocates the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
i) been member of an organization that is or was engaged in an activity that is part of a pattern of criminal activity?	☐	☑
j) been detained, incarcerated or put in jail?	☐	☑
k) had any serious disease or physical or mental disorder?	☐	☑

If your answer to any of these questions is YES, provide details below

"NA"

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(DISPONIBLE EN FRANÇAIS - IMM 5669 F)

Canada

7. Education

Give the number of years of school you successfully completed for each of the following levels of education.

[ ] Elementary/ primary school [ ] Secondary/ high school University/ college "NA" Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. Personal history

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. Membership or association with organizations

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country
"NA"		"NA"		"NA"	"NA"	"NA"	"NA"

10. Government positions

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held
"NA"		"NA"		"NA"	"NA"	"NA"

IMM 5669 (07-2011) E

7. Education

Give the number of years of school you successfully completed for each of the following levels of education.

Elementary/ primary school	Secondary/ high school	University/ college	Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. Personal history

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. Membership or association with organizations

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country

10. Government positions

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held

IMM 5669 (07-2011) E

11. Military service

Provide below details of military service for each of the countries in whose armed forces you served.
Write "NONE" in the box if you have not undertaken military service.

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"	"NA"			" NA"	" NA"	" NA"

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"	"NA"			"NA"	" NA"	" NA"

12. Addresses

List all addresses where you have lived since your 18th birthday. Do not use P.O. box addresses.

From Y	From M	To Y	To M	Street and number	City or town	Province, State or District	Country

Authority to disclose personal information

By submitting this form, you consent to the release to Canadian government authorities of all records and information any government authority, including police, judicial and state authorities in all countries in which you have lived may possess on your behalf concerning any investigations, arrests, charges, trials, convictions and sentences. This information will be used to assist in evaluating your suitability for admission to Canada or remaining in Canada pursuant to Canadian legislation.

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

Signature _____ Date _____

DO NOT COMPLETE THE FOLLOWING SECTION NOW. YOU MAY BE ASKED TO SIGN IN THE PRESENCE OF A REPRESENTATIVE OF THE CANADIAN GOVERNMENT OR AN OFFICIAL APPOINTED BY THE CANADIAN GOVERNMENT.

Solemn declaration

I _____ do solemnly declare that the information I have given in the foregoing application is truthful, complete and correct, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath.

Interpreter declaration

I _____ do solemnly declare that I have faithfully and accurately interpreted in the _____ language the content of this application and any related forms to the person concerned.

I have been informed by the person concerned, and I do verily believe, that he or she completely understands the nature and effect of these forms, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as is made under oath.

Signature of applicant _____

Signature of interpreter _____

Declared before me at _____ this _____ day of _____ of the year _____

Canadian Government official — Name ▶ _____ (Please print or type) Signature ▶ _____

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence. It will be stored in Personal Information Banks (PPU 039 entitled Overseas Immigration Case File and PPU 042 entitled Immigrant Case File). It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the provisions of the *Privacy Act* and the *Access to Information Act*, individuals have the right to protection of and access to their personal information. Details on these matters are available at the Infosource website (http://infosource.gc.ca) and are also available at public libraries across Canada.

IMM 5669 (07-2011) E

You will need a Schedule A for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PAGE 1 OF 2

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SUPPLEMENTARY INFORMATION
Your travels

IMM 5562 (05-2004) English

The principal applicant must complete this form.

If there is not enough space to provide all the necessary information, use an extra sheet of paper. Print your name and the form's title on the additional sheet.

FOR OFFICE USE ONLY

1 - Your full name

Family name [redacted]

Given name(s) [redacted]

2 - List all trips you, and if applicable, your family members have taken outside your country of origin or of residence in the last ten years (or since your 18th birthday if this was less than ten years ago). Include all trips: tourism, business, training, etc. If you or your family member did not travel outside of your country during this period, check "did not travel".
For example:

a) You ☑ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

b) Your spouse or common-law partner ☐ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

IMM 5562 (05-2004) E

(DISPONIBLE EN FRANÇAIS - IMM 5562 F)

Canada

c) Your dependent child 18 years old or older ☑ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

d) Your dependent child 18 years old or older ☑ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

e) Your dependent child 18 years old or older ☑ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence according to the requirements of the Act. It will be retained in Personal Information Bank CIC PPU 039 entitled Overseas Immigration Case File identified in **Infosource**. It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5562 (05-2004) E

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

SCHEDULE 4
ECONOMIC CLASSES - PROVINCIAL NOMINEES

All Provincial Nominee principal applicants **must** complete this form.

Provincial Nominees nominated under a **business, entrepreneur, or self-employed stream/category** must also complete **Schedule 4A**.

1. **Your full name**

Family name: [redacted]

Given name(s): [redacted]

2. **Your date of birth**

3. **Which provincial government has nominated you?**

MANITOBA

Provincial stream/category:

ECONOMIC / PROVINCIAL NOM.

4. **Funds**

Amount of unencumbered transferable and available funds you have, in Canadian dollars

Declaration

I declare that my family members and I intend to live in the Province that nominated me.

I understand that my participation in an immigration-linked passive investment scheme (as defined in the *Immigration and Refugee Protection Regulations*) could exclude me from consideration as a member of the Provincial Nominee Class.

I authorize the Government of Canada to share all necessary information respecting my application for permanent residence in Canada, including the status of the application decision, with officials of the provincial government that nominated me.

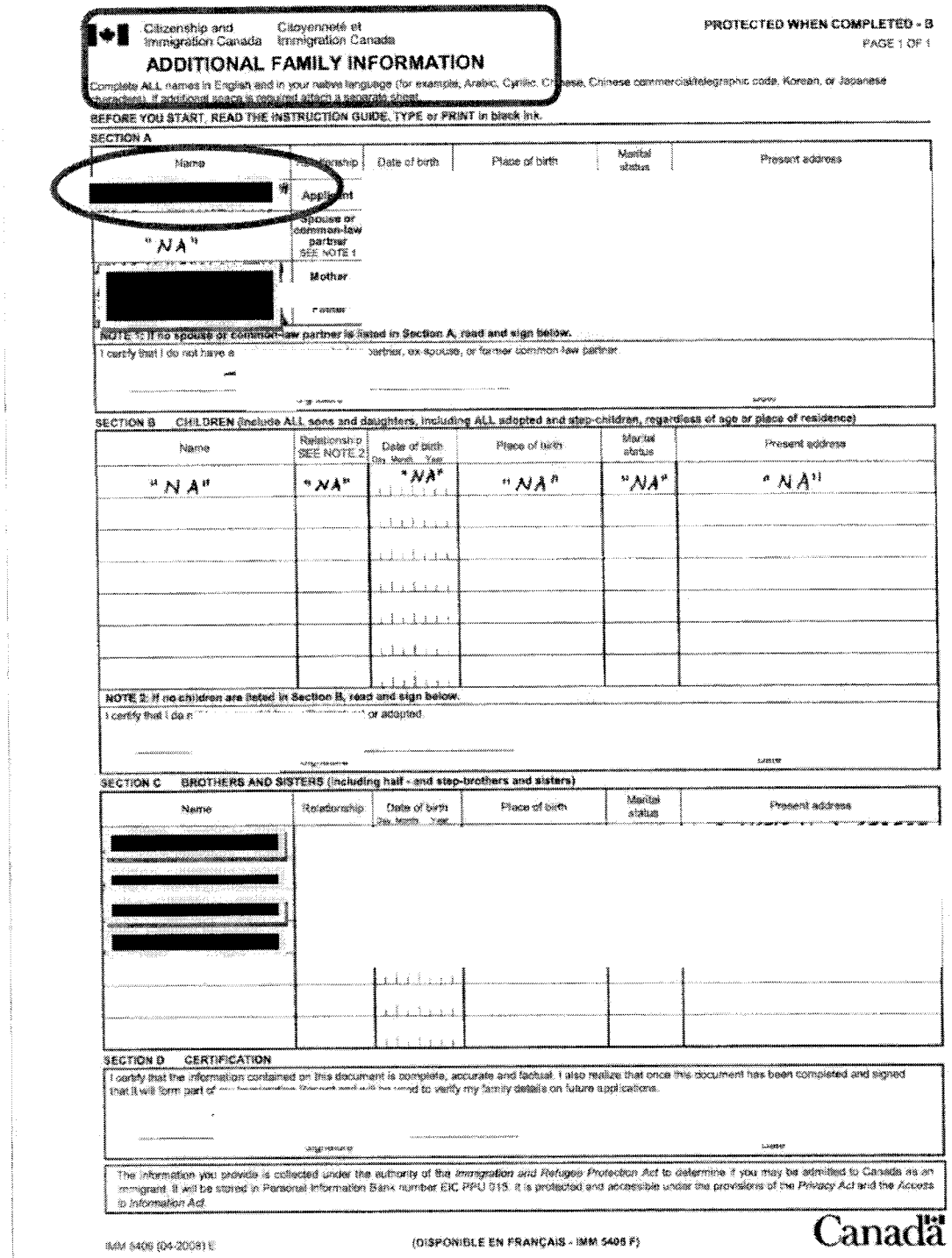
Signature

Date

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants.

(DISPONIBLE EN FRANÇAIS - IMM 0008 F ANNEXE 4)

Canada



Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

PAGE 1 OF 1

ADDITIONAL FAMILY INFORMATION

Complete ALL names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). If additional space is required, attach a separate sheet.

BEFORE YOU START, READ THE INSTRUCTION GUIDE. TYPE or PRINT in black ink.

SECTION A

Name	Relationship	Date of birth	Place of birth	Marital status	Present address
[redacted]	Applicant				
"NA"	Spouse or common-law partner SEE NOTE 1				
[redacted]	Mother				
	Father				

NOTE 1: If no spouse or common-law partner is listed in Section A, read and sign below.

I certify that I do not have a [illegible] partner, ex-spouse, or former common-law partner.

Signature Date

SECTION B CHILDREN (Include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Name	Relationship SEE NOTE 2	Date of birth Day Month Year	Place of birth	Marital status	Present address
"NA"	"NA"	"NA"	"NA"	"NA"	"NA"

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have [illegible] or adopted.

Signature Date

SECTION C BROTHERS AND SISTERS (Including half - and step-brothers and sisters)

Name	Relationship	Date of birth Day Month Year	Place of birth	Marital status	Present address
[redacted]					

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of my [illegible] and will be used to verify my family details on future applications.

Signature Date

The information you provide is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as an immigrant. It will be stored in Personal Information Bank number CIC PPU 015. It is protected and accessible under the provisions of the *Privacy Act* and the *Access to Information Act*.

IMM 5406 (04-2008) E (DISPONIBLE EN FRANÇAIS - IMM 5406 F) Canada

You will need an Additional Family Info form for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

IMM 5476 (03-2012) E

USE OF A REPRESENTATIVE

You do not need to hire an immigration representative, it is your choice. No one can guarantee the approval of your application. All the forms and information that you need to apply are available free at www.cic.gc.ca

A representative is someone who has provided advice or guidance to you prior to submitting your application, following the submission of your application, and/or someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA). You may have **one** representative only. If you appoint an additional representative, the previous representative will no longer be authorized to conduct business on your behalf and receive information on your case file.

I am: ☐ appointing a representative. **Complete Sections A, B and D.**

☐ cancelling the appointment of a representative. **Complete Section A, C and D.**

SECTION A: APPLICANT INFORMATION

1. **Your full name**

   Family name (Surname)

   Given name(s)

2. **Your date of birth** (Year / Month / Day)

3. **If you have already submitted your application:**

   Name of office where the application was submitted

   Location of office

   Type of application (permanent residence, extension of study permit, etc.)

4. **Your Citizenship and Immigration Canada identification number** *(if known)*

   Client identification (ID) or Unique Client Identifier (UCI) number

SECTION B: APPOINTMENT OF REPRESENTATIVE

- I authorize the following individual to serve as my representative and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.
- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file and that of my dependent children under 18 years of age to my representative. This authorization is in accordance with the *Privacy Act*.
- I am aware that any information which would be subject to exemption, if I had the right of access under the *Privacy Act* or the *Access to Information Act*, will likely not be released.

5. **Your representative's full name**

   Family name (Surname)

   Given name(s)

6. **Your representative** (choose one)

   is UNCOMPENSATED and is a:

   ☐ family member or friend

   ☐ member of a non-governmental or religious organization

   ☐ member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a Canadian provincial or territorial law society, or the *Chambre des notaires du Québec*

   ☐ other

   is or will be COMPENSATED and is a member in good standing of:

   ☐ the Immigration Consultants of Canada Regulatory Council (ICCRC)
   - ▶ Membership ID number

   ☐ a Canadian provincial or territorial law society
   - ▶ Which province or territory?
   - ▶ Membership ID number

   ☐ the *Chambre des notaires du Québec*
   - ▶ Membership ID number

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants
(DISPONIBLE EN FRANÇAIS - IMM 5476 F)

Canada

7. **Your representative's contact information**

Name of firm or *organization* (if applicable)

Mailing address

Postal code/ZIP

Telephone number	Country code	Area code	Number
	( )	( )	

Fax number	Country code	Area code	Number
	( )	( )	

E-mail address (if applicable)

By indicating your representative's e-mail address, you are hereby authorizing Citizenship and Immigration Canada to transmit your file and personal information to this specific e-mail address.

8. **Your representative's declaration:**

- I declare that the information in section B is truthful, complete and correct.
- I understand and accept that I am the person appointed by the applicant to conduct business on the applicant or sponsor's behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

Signature of representative

Date (Year / Month / Day)

SECTION C: CANCEL THE APPOINTMENT OF A REPRESENTATIVE

I withdraw my authorization for this person to serve as my representative, to receive information on my case file and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

9. **Your representative's full name**

Family name (Surname)

Given name(s)

Name of firm or *organization* (if applicable)

SECTION D: YOUR DECLARATION

10.

- I declare that the information I have given is truthful, complete and correct.
- I understand all the foregoing statements, having asked for and obtained an explanation for every point that was not clear to me.

Signature of applicant

Date (Year / Month / Day)

Signature of spouse or common-law partner (if applicable)

Date (Year / Month / Day)

Warning! It is a serious offence to give false or misleading information on this form.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used in assessing your application according to the requirements of the Act. It will be retained in a Personal Information Bank identified in **Infosource**. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security and Intelligence Service (CSIS), where there is an agreement or arrangement with a foreign government, in accordance with subsection 8(2) of the *Privacy Act*. Pursuant to the *Immigration and Refugee Protection Regulations*, the information may also be shared with a regulatory body that is responsible for governing or investigating the conduct of representatives, such as a provincial and territorial law society, the *Chambre des Notaires du Québec* and the Immigration Consultants of Canada Regulatory Council (ICCRC). Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5476 (03-2012) E

This is only necessary if there is an Authorized Paid Rep or an Unpaid Rep.
Clients do not need to use a rep.

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is withheld pursuant to section

est retenue en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information

G ernment of Alberta ■
Human Services

AINP Alberta Immigrant Nominee Program

Suite 940, Telus Plaza North Tower
10025 Jasper Avenue
Edmonton, Alberta T5J 1S6
Canada
Fax: 780-427-6560
AlbertaCanada.com/ainp

March 2, 2012

[redacted]

Alberta Immigrant Nominee Program
NOMINATION
Employer-Driven Stream NOC: 0711
FOR OIC USE ONLY - Worker with job offer

Employer:
Nomination Number: **Nomination Expiry Date:**

is approved as an Alberta Provincial Nominee. This document is your Nomination and includes you and your accompanying family members (if applicable):

[redacted]

Submit this Nomination with your **complete** *Application for Permanent Residence* **before** to Centralized Intake Office (CIO) in Sydney using one of the following:

Mailing Address
Centralized Intake Office-PNP
P.O. BOX 1450
Sydney, NS B1P 6K5
Canada

Courier Address
Centralized Intake Office
47 – 49 Dorchester Street
Sydney, NS B1P 5Z2
Canada

YOUR APPLICATION MAY BE FINALIZED IN BUFFALO, NY. You must visit http://www.cic.gc.ca/english/immigrate/provincial/apply-application.asp for instructions on how to apply, including how to pay your fees. Read the enclosed tip sheet for guidance on applying to the CIO.

This Nomination is electronically generated and does not require a signature.

An Alberta Provincial Nominee is not guaranteed permanent residence. In addition, the Province of Alberta may withdraw this Nomination at any time prior to the issuance of permanent residence if the Provincial Nominee or any accompanying dependent is deemed inadmissible as a result of medical, criminal or security checks. The Province of Alberta will also withdraw this Nomination if information provided in the application is false or misleading, or the status of employment with the company, for which the provincial nominee was nominated, changes. If you have questions regarding this Nomination, visit http://www.AlbertaCanada.com/nomination.

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is withheld pursuant to section

est retenue en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information

Need at least 1 picture per person on the file

QBC-IIP DATA ENTRY PROCEDURES –NOV 2012

DATA ENTRY

Open the scanned file. To do this, follow these steps:

- Click IMM Tab
- Click Query
- Enter the XEP# written on the top of your application
- Hyperlink / Click on the XEP# to open the application

For a scanned application, the minimum amount of information required to promote the application should be already scanned in (Lock-In Date, Citizenship, Marital Status, Address, and City of Destination) or entered by the scanner NOC for Pa – The PA NOC Code must be entered as it is on the CSQ Certificate)

Preparation

The following steps are required to complete Data Entry. Under Clients and Parties, the PA and all Dependents on File will be listed; each member of the family will have a T #. For each client:

- Click on their T# to go into their Client Details
- Update their name line to match the name supplied on their passport
- If the client has entered "YES" to any of the questions on page 1 of the Schedule A, change the No to Yes in GCMS for the corresponding question and type in any information from the box on Question 6 into GCMS. To do this enter the Statutory Questions under Background Info>Statutory Questions if applicable :

    - Click the Background Info Tab
        a. Select Statutory Questions
        b. Click New
        c. Enter the XEP number located on at the top of your application
        d. Tab to the Form
        e. Select PR 2009/12

f. All questions will automatically be answered as No, change any applicable questions to Yes
g. Type in what the client has filled in the Additional Details box

- Return to the application (Associations>XEP...) and update their name associated to the application (found under Clients and Parties) if applicable
- Enter NOC codes and occupation for all dependents on file

Promoting the Application

Scroll to the top of the **Application**

- Click "Go to Search"
- Click Search All then Refresh until all lines are completed
- Highlight each line for the PA and dependents and check to see if they have an existing UCI or FOSS Id
- If there is an existing ID, check the FOSS or GCMS details to verify that it is the same client
- If you determine that the ID is for the same client, check the select box to match the search result to your search line and do the same steps for each Dependent on application. If there appears to be more than one ID for the client, the IDs will have to be either merged or householded.
    - If you are unable to find the client and/or suspect that they may have other IDs, do searches of their AKAs, exhaustive searches or remove information such as their gender to net wider search results.
    - If you find the client by searching by another name or by removing information, you will have to update the name line on the existing ID to mirror that of what they have provided on their new application so that it will show up in the search results.
- Once all IDs are selected (if applicable), click Promote Application. If you've had to alter your search you may not be able to promote the application without first returning to the application and clicking on "Go to Search" again.
- You will either get an Error message or a message that says Create Process Complete.
    - If you get an error message, you will have fix the error stated then follow the promote steps again

- If the message says Create Process Complete, Re-search all IDs or go to Application to get IDs. Write all UCI's on the application for the applicable people (Click on **Go To Application** and you will find the IDs associated to the application under Clients and Parties)

Updating Client Details

Client Details

Hyperlink on UCI

Verify/update the following information for each client:

- Primary name and place of birth
- Marital Status (Check to make sure that their spouse is associated). If T# is still associated, enter end date for marriage as today's date and enter new record with the Spouse's UCI.
- Citizenship
- COR (Country of Residence)
- Language (this is the client's Native Language)
- Telephone Number (s) (Only for the PA)
- Fax Number (Only for the PA)
- Email(s) (Pa Only, make sure that all email addresses are entered for the PA including the Rep's email address and separate all addresses by a period)
- Eye Colour
- Height
- Confirm that the address is correct - Add the Representative's address ID (if applicable) that is associated to the Rep in GCMS as the mailing address for the PA and be sure to enter the previous Mailing address ID created by GCMS as "Entered in Error." The mailing address for the PA should always be the primary address. Also enter a residential address for the PA.
  If the Client has different mailing and residential addresses, enter both and flag the mailing address as the Primary address.

  If mailing and residential addresses are the same, only enter one address with a type of "residential" and flag it as the Primary address. Note: You can pick any address type into your application and this will be used as the mailing address for that application.

- A residential address is required for all Dependents on file. You may enter the PA's residential address as the dependents regardless if they live there or not. You can highlight and copy the address ID and paste it onto each family member's ID under addresses. A mailing address is only required for the PA.

- Write down the Address ID's on the application form (ensure to write down the corresponding address ID with the correct address).
- Documents – Confirm that the passport details match the photocopy of the passport provided on the application

Updating Application Details

Return to the application (Associations>EP...or click on the quick link (the EP #) at the top of the screen)

Verify application details:

Ensure that the following fields have been completed:

- Visa Office
- Date received
- Lock In Date
- Correspondence Language
- Interview Language
- Province of Destination
- City of Destination
- CSQ File number
- Counterfoil check marked
- Representative's address and other information
- NOC and Occupation for PA
- Paper File Number

Update Client/Party info under Clients and Parties:

- Highlight the PA's line under Clients and Parties
- Scroll down to Client details
- Pick-in/verify the correct information in the following fields
  *Country of Citizenship

*Country of Residence
*Marital Status
*Passport Info
*Official Language
*NOC
*Occupation
*Telephone number
*Fax Number
*Email
*CSQ information (Individual Reference #, Date of issue and Date of expiry)
*Address

Complete this for each Dependent listed under the Clients and Parties Tab

- Verify the Rep information against the Use of Rep Form

Fees:

- Click Fees view Tab
  - Scroll to the bottom of the screen and double check to make sure there is a fee line for every person that is accompanying and no extra client fee lines, if not then return to Clients and Parties to see what the cause of the problem is – fix the issue and adjust the fees accordingly.

a. Scroll back up so that you are in the first Fees Section (Payment Line)
b. Verify the following information:
   - Type – SAP or POS+ depending on method of payment
   - Details - Certified Cheque, Visa, American Express, or Mastercard
   - Payment Date – Date for SAP Receipt
   - Amount Paid –make sure this matches the number of people that are accompanying
   - Other Receipt from SAP/POS Receipt
   - Ensure Payment # matches the receipt
   - Click Allocate
   - Confirm that the current Balance is $0.00

- Scroll down and verify that the proper amount was allocated to the correct lines. If you have a $0.00 balance, everything should have allocated properly, but you should always Verify.
- If there is a balance and you are sure that all fees have been allocated correctly, you will have to enter an overpayment line. To do this follow these steps:
    - Scroll to the bottom of the Fees screen
    - Click New
    - Select Overpayment in the Fee field (must click on the ellipses)
    - Type in the Payment number (that is written on the SAP Receipt)
    - Press CTRL + S
    - Remaining balance should automatically populate
    - If you have a file with an Overpayment line, you will have to bring the file to your Team Leader

Correspondence:

You will find that there is an automatically generated AOR that you will need to cancel. In the Status field of the AOR, change the status from Generated to Cancelled (**This step must be completed on every file or the AOR will automatically be sent to the Client**)

Label the File:

If you have an Intermec Label Printer on your desk, you need to print a Label for the file at this time. To do this follow the steps listed below:

- Click on the Reports Icon (This is the last icon in the bottom line of small icons located underneath the main toolbar at the top of your page
- Choose App # & PA's Information Label
- A window named Active Portal will pop up. Make sure the setting is set at 200%
- Click on the Print icon to view the label
- Click Print at the bottom of the window
- Select the printer Intermec Easy Coder PC41 (or it may be Easy Coder PC41)

- Make sure the Page Scaling is set to Shrink to Printable Area (May also just say FIT)
- Click PRINT to print the label – once printed, close label
- Apply this label horizontally to the Bottom left hand corner of the file jacket
- In black marker, write the client's Surname in the Name field on the file jacket

Next you must create and AOR (Acknowledgement of Receipt) for the PA on the application.

- Ensure that you are in the Correspondence Tab - Outgoing view
- Click New
- Under Request to Issue, select Letter
- Under Document Type select Acknowledgement of Receipt or type ACK and if you get a pop-up window, click OK
- Under Status, select Generate
- Click on the Execute magnifying Glass (second magnifying glass on the top right hand of the screen)
- The letter will generate in the Correspondence Attachments (Scroll down to the bottom of GCMS)
- Hyperlink / Click on the letter that generates (WORD LTR)
- Select Open from the pop up window
- This will open a new window, complete the following steps:
    i. Select Computer
    ii. T-Drive
    iii. Templates
    iv. Office Specific Templates
    v. CPC Sydney CIO_CTD Sydney BRCD
    vi. Quebec Immigrant Investor Program
    vii. Acknowledgement of ReceiptQIIP
    - Once the email generates, if there is a Rep on file, you will need to ensure that there is a C/O Rep's name, Rep's business in the address field. If no, you will need to manually enter this information.
    - If the Name and Address of client is not capitalized, do the following steps:
        i. Highlight the portion that needs to be capitalized
        ii. Click on Aa button

iii. Select Uppercase from the drop down menu

- Turn on the Lock feature
- Complete date received and mission
- Turn Off the Lock feature
- Click the Send to Mail Recipient
- In the From and BCC fields, enter Centralized-Intake Office
- Cut (CTRL + X) the email address(es) that are generated on the letter and Paste in the To field. If there is more than 1 email address, take out the period and put in a Semi-Colon instead
- Cut the Application for Permanent Residence in Canada subject line from the generated letter and Paste it into the Subject Field
- Click Send a Copy
- Close Letter, DO NOT SAVE
- Go Back to the Correspondence Tab
- Change the Status from Generated to Sent for the email that you just completed
- Tab to the VIA Field, you will need to select either Mail or Email, depending on which method you used to send the letter to the client.
- Print a copy of the letter and attach to your file (Do this from your Sent Folder)
  *If an email address is not provided, you must print off 2 copies of the letter. One gets attached to the application and 1 gets mailed to the client.

<u>Update the Paper File Information:</u>

- Click on the Paper File tab
  a. Highlight Registry on the B number line and ensure the correct B number was scanned in. Change paperfile location to A87-QBC.

<u>Update the File Jacket:</u>

On the File Jacket, you must write:

- Created
- Your Initials
- Date you Data Entered the file

Data is now complete. You will need to hold all files at your desk that you have sent an AOR Email in case the email Returns as Undeliverable (Bounce Back).

Once you have confirmed there are no bounce backs from the day before, place the data entered files on the appropriate mail cart in the mailroom behind the team leader's desk.

QBC COMPLETENESS CHECK/ASSEMBLY

Requirements for a complete kit.	
PHOTOS (AT LEAST ONE PHOTO FOR EACH)	ALL family members on app **(ACCOMPANYING OR NOT)**
FEES (Cert chq/bank draft/MO in Cdn funds)	Credit card form **(IMM 5620)** signed BY PAYER
IMM 0008	signed and dated by PA
SCHEDULE **A-(IMM 5669)(ACCOMPANYING OR NOT)**	For all family members 18 age or older **(signed and dated)**
SUPPLEMENTARY INFO. YOUR TRAVELS (IMM 5562)	PA only
SCHEDULE 5 **(IMM 0008)**	original signature and dated - PA ONLY
SCHEDULE 6 **(IMM 0008)**	5 pages - do not require page 5
NARRATIVE	NOT MANDATORY
ADD FAMILY INFO **(IMM 5406)** (ACCOMPANYING OR NOT)	For all family members 18 age or older **(signed and dated)**
USE OF **REPRESENTATIVE (IMM 5476)**	If applicable, signed by PA **FLAG**
AUTHORITY TO DISCLOSE **(IMM 5475)**	If applicable, signed by PA **FLAG**
DECLARATION FROM NON ACCOMPANYING PARENT/GUARDIAN FOR MINORS IMMIGRATING TO CANADA **(IMM 5604)**	
BIRTH CERTS	ALL family members on application **(accompanying or not)**
MARRIAGE/C-L/DIVORCE DOCS, etc.	if applicable (NOT MANDATORY DOCUMENTS)
POLICE CERTS	NOT MANDATORY
CERTIFICAT DE SELECTION DU QUEBEC-**ORIGINAL CSQ**	All family members coming to Canada / Original signatures **FLAG**
Copy of passports	Bio-data page of passport required if listed on application **FLAG**
	Put in order as on application... Pa/spouse/dep's oldest to youngest
Representative's Cover letter	
QSW Document Checklist	
Any Additional Documents	LEAVE IN ENVELOPE AND SEAL - put B# sticker on
Scan sheets should be placed on top of the payment form to the left hand inside file cover using a paper clip **(do not staple)**	

CERTIFICAT DE SELECTION DU QUEBEC (CSQ)	
CSQ FILE NUMBER	PA only
NOC	
OCCUPATION	
INDIVIDUAL REFERENCE #	All family members coming to Canada / Original signatures
VISA OFFICE	

AUTHORIZED REP	
Verify Authorized Rep if applicable	ICCRC or Law Society websites
	REP-PAID VS UNPAID/NAME/MEMBERSHIP ID/IMM FORM #

GCMS	
SEARCH PA and Rep	Record UCI & Party ID on applicable forms
Verify Rep's info on GCMS	record address ID on form
Enter email address in PA Client Info	If **Foss Action Codes** tab in search screen has "L" or "Citizen"
Enter name & place of birth under **Names tab**-PA	please "Refer to your team leader"
Note	template: G: FSW GROUPS : Mailroom: QSW: GCMS return notes

PAPER FILE	
Date stamps	file jacket & page 1 of app
B# barcodes	fee form, photo pouch, file jacket
Application	Red check all applicable sections on application
WRITE ON TOP OF APPLICATION	R10-OK-INITIALS / PAID OR UNPAID REP/ FEE BREAKDOWN
File jacket cover	C/C, initial and date

If English/French translations are provided for any of the above documents, the translations and the originals need to kept together.

Original Documents (Passports, Birth, Marriage Certificates, etc), do not staple or hole punch. The originals must be placed in an envelope with a B sticker on it and clipped to the inside left side of the file folder.

****Please see the attached information for further instructions on completed files and also for instructions on incomplete files****

Data Entry of CEC Files (Scanned applications)

1. Open the Scanned file by clicking on the IMM Tab, Query and enter the XE# that is written on the top of the application in the Application # field in GCMS or Query by the paper file number.
2. Ensure you have the correct XE# and then Hyperlink on the **XE#** to open the application
3. Scroll to the bottom and enter the NOC code for everyone on the application. The NOC for the PA should be taken from the Schedule 8 while the dependants will have either **9911 – Student, 9914 – New Worker, 9970 – Homemaker** or **9980- Other Non-worker**
4. Click on **T#** for the person you will start Data Entry with
5. **Fill in** or **Verify** the following fields
    a. **Marital Status** (Check to make sure that their spouse is associated under marital status)
    b. **Citizenship**
    c. **COR (Country of Residence)**
    d. **Language** (This is the client's Native Language)
    e. **Telephone number(s)** (PA only)
    f. **Fax number** (PA only)
    g. **Email(s)** (PA only, make sure that all email addresses are entered for the PA including the Rep's email address and separate all addresses by a period. This should already be there, but if not, fill in)
    h. **Eye Colour**
    i. **Height**

6. Name Tab
    a. Make sure the name and all fields are correct in GCMS. It is best to double check the name on the passport matches the application
    b. Enter the Place of Birth if it is not already there
        i. Hit **CTRL+B** to copy the whole line, or **Click New (CTRL+N)** if you need to type it all in manually

7. Address Tab: If the Client has different mailing and residential addresses, flag the mailing address as the Primary address. If there is a Rep, you will enter the Rep's mailing address and set it as primary. If mailing and residential addresses are the same, you only need the "residential" and flag it as the Primary address.
    a. Click on Address Tab
    b. Confirm that the addresses in GCMS match the application
    c. If there is a Rep on the application, you must **Delete** the mailing address that was scanned in for the client and select an address that is associated to the **Rep's P#** as per the Rep Form

d. For the SP and all Deps, you will have to give them the PA's residential address regardless if they live there or not. You can highlight and copy the address ID and just paste it onto each family member's ID as you work on them
e. Write the **Address IDs** on the application form (ensure to write down the corresponding address ID with the correct address.

Note: You can pick any address type into your application and this will be used as the mailing address for that application.

8. Documents
    a. Confirm that the Passport details match
        i. Passport number
        ii. Country of Issue (this is the country that owns the Passport)
        iii. Expiry Date
        iv. Issue Date

9. If the PA, SP or any Dep children over the age of 18 have answered **YES** to any of the questions on their **Schedule A**, you will need to **enter** the Statutory Questions
    Click on the **Background Info** Tab in each client:
    a. Select **Statutory Questions**
    b. Click **New**
    c. Enter the **XE** number (located at the top of your application)
    d. Tab to the **Form**
    e. Select **PR 2009/12**
    f. All questions will automatically be answered as **No**, change any applicable questions to **YES**
    g. Type in what the client types in the **Additional Details** Box provided.

10. Hyperlink on the XE# and then Click **Promote Application.**
    a. An **Error** message will pop up, just click **OK**
    b. Click **"Go To Search"**
    c. Click **Search All** then **Refresh** until all lines are completed
    d. Check every person in the search screen to see if they have an existing FOSS ID or UCI.
    e. If they have a **FOSS ID** or **UCI**, you will need to click in the **Select** Field and click the Check box to Select that ID.
    f. If they do not have any **FOSS IDs** or **UCI**, you do not select anything
    g. Once all **IDs** are selected if applicable, you will click **Promote Application**
    h. You will either get an **Error** message or a message that says **Create Process Complete**.
        i. If you get an error message, you will have to fix whatever it tells you, then follow the promote steps again

ii. If you get no error message, you will need to **write all UCIs down** for the applicable people (you may need to click **Search All,** and **Refresh**)
iii. Click on the Go To Application button to bring you to the application (top right hand corner).

11. On the application (**E** file) you were working on
    a. Click on the **Correspondence** Tab
    b. In the **Status** field of the **AOR** that is automatically generated, you will need to change **Generated** to **Cancelled**
        i. This needs to be done for every file, or an email will get sent to the client.

12. Hyperlink on each client's UCI on the application and ensure the correct Primary name, Marital status (and link spouse's by UCI if applicable), COR, Language, Telephone number (if applicable), Email address (if applicable), Primary Address and PPT is selected.

13. Enter the Supporting Documents (**Birth Certificates, Marriage Certificates, Divorce Cert,** etc...)
    a. Click on **ID Supporting Documents**
        i. Click **New**
        ii. Under the **Type** drop down menu, select **Identity**
        iii. Under the **Sub-Type** drop down menu, select the appropriate document (**Birth Cert, Marriage Cert, Divorce Cert,** etc...)
    b. Enter the following information for the Identity documents
        i. **Document #**
        ii. **Country of Issue**
        iii. **Document Name**
        iv. **Issue Date**

    c. **Enter the results from the IELTS/TEF results**
        i. **Under the Type Column select Education**
        ii. **Under the Sub Type Column select Other**
        iii. **Under Other Sub Type Column enter IELTS or TEF**
    d. **Enter the following information:**
        i. **Country of Issue**
        ii. **Document # - Test Report Form # (Bottom Right)**
        iii. **Document Name – Enter Test Report Form**
        iv. **Issue Date – Use date from bottom of IELTS**
        v. Document State – Original or Photocopy

The above steps must be done for everyone on the file (IELTS will only be entered for the PA)

14. Click on the **Associations** Tab
    a. Click on the **E#** (this will now bring us to the actual application)

15. Enter or verify the following Details under the **E#** that was created for the actual application (you will only enter this information once per file)
    a. **Secondary Office** (Visa Office from the IMM0008)
    b. Enter or verify
        i. **Rec'd Date**
        ii. **Rec'd Via**
        iii. **Lock in Date**
    c. **Correspondence Language**
    d. **Interview Language**
    e. **Province of Destination**
    f. **City of Destination**
    g. Confirm that **everyone** (including **Rep**) is associated to the file, if not follow the directions on how to add someone to application.
        i. If there is a **Rep**, you must verify their correct information is associated to the application.
    h. Scroll down to Client Details and Verify the following information:
        i. **Citizenship**
        ii. **COR (Country of Residence**
        iii. **Marital Status**
        iv. **Travel Doc**
        v. **Official Language**
        vi. **NOC (National Occupation Code)** (For PA, this comes from Schedule 8, all other Deps will get appropriate 99* NOC **9911 – Student**, **9914 – New Worker**, **9970 – Homemaker**, **9980 – Other Non-Worker**)
        vii. **Occupation** (For PA, this will come from the IMM8 unless blank and then we will use the Occupation from the Schedule 8)
        viii. **Telephone Number (**PA only)
        ix. **Fax Number** (PA only)
        x. **Email** (PA only)
        xi. **Address**

16. Capture Schedule 8 Information
    a. On the Application Screen, click on the "Eligibility" View Tab
    b. Click Schedule Info
    c. Click New
    d. Enter the details for all dropdown boxes:

i. **Work in Canada (#4 on Schedule 8)**
ii. **First Official Language (#6 on Schedule 8)**
iii. **Enter English or French Test results:**
    1. **IELTS**
    2. **Test Number (Bottom Right of the IELTS)**
    3. **Test Date (Use date at the top of the IELTS)**
iv. **Under Test Results enter the scores that were received in the corresponding categories: Speaking, Listening, Reading and Writing**

e. **Enter the details for Studies in Canada:**
    i. **Study in Canada (#3 on Schedule 8)**
    ii. **Study – Second Language (#7 on Schedule 8)**
    iii. **Study Periods outside of Canada (Top of #8 on Schedule 8)**
    iv. **Study in Canada CIDA (Middle of #8 on Schedule 8**
    v. **Study in Canada DFAIT (Bottom of #8 on Schedule 8)**

17. **Fees**
    a. Click **Fees** view tab
        i. Scroll to the bottom of the screen and double check to make sure there is a fee line for every person that is accompanying, if not you will have to add one
            1. Click **NEW**
            2. Under the **Fee** column, select the person that will need a new fee line (PA, SP, Dep <22, Dep >22, etc...)
    b. Scroll back up so you are under the first section of **Fees**
    c. Verify the following information
        i. **Type - SAP** or **POS+** depending on method of payment
        ii. **Details - Certified Cheque, Visa, American Express,** or **Mastercard,**
        iii. **Payment Date** - **Date** from SAP Receipt
        iv. **Amount Paid - Amount** from SAP Receipt (make sure this matches the number of people that are accompanying)
        v. **Other Receipt** - **Invoice Number** from SAP Receipt
        vi. Verify the Payment Number writing on the SAP Receipt
        vii. Click **Allocate**
        viii. Confirm that the **Balance** is **$0.00**
        ix. You should scroll down and verify that the proper amount was allocated to the correct people. If you have a **$0.00** balance, everything should have allocated properly, but you cannot count on that and should verify
        x. If there is a **balance** (and all fees were allocated correctly), you will have to enter an **overpayment line**
            1. Scroll to bottom of the **Fees** screen

2. Click **New**
3. Select **Overpayment** in the **Fee** field (must click on the ellipses)
4. Type in the **Payment number** (that is written on the **SAP** receipt)
5. Press **CRTL+S**
6. Remaining Balance should automatically fill in

xi. If you have a file with an **Overpayment** line, you will have to bring the file to your Team Leader once the file has been fully data entered

18. Click **Paper File** Tab
    a. Highlight **Registry** on the line where the B-File number is
    b. Enter **A87-CEC**
    c. Ensure B file number is correct

19. Click on the **Correspondence** Section
    a. Ensure that you are in the **Outgoing** view
    b. Click **NEW**
    c. Under **Request to Issue** select **Letter**
    d. Under **Document Type** select **Acknowledgement of Receipt** or type **ACK** and if you get a **pop-up window**, click **OK**
    e. Under **Status** Select **Generate**
    f. Tab over to the **VIA** Field, you will need to select either **Email** or **Letter** depending on which method you used to send letter to client
    g. Click on the **Execute** magnifying Glass (second magnifying glass on the top right hand of screen)
    h. The letter will generate in the **Correspondence Attachments** (Scroll down to the bottom of GCMS)
    i. **Hyperlink** on the letter that generates (**WORD LTR**)
    j. Select **Open** from the pop up window
    k. Select **OK** from the pop up window
    l. This will open a new window, and do the following steps
        i. Select **Computer**
        ii. **T-Drive**
        iii. **Templates**
        iv. **Office Specific Templates**
        v. **CPC Sydney CIO-CTD Sydney BRCD**
        vi. **Mailroom**
        vii. **Email-Positive-CEC** (ensure it is in the correct language)
    m. Once the Email generates, if there is a **Rep** on file, you will need to ensure that there is a **C/O Rep's name, Rep's business** and if not, you will need to manually enter it.
    n. If the **Name** and **Address** of client is not capitalized, do the following steps

i. **Highlight** the portion that needs to be capitalized
ii. Click on **Aa** button
iii. Select **Uppercase** from the drop down menu

o. Turn **On** the **Lock** feature
p. Complete the appropriate fields in the body of the letter by referring to the **SAP** receipt
q. Turn **Off** the **Lock** feature
r. If there is no email address, you will need to print off 2 copies of the letter. One gets attached to application and 1 gets mailed to the client
s. Click the **Send to Mail Recipient** (if this is not set up, see directions on how to set it up)
t. In the **From** and **BCC** fields enter **FSW-Centralized-Intake-Office**
u. **Cut** (CTRL+X) the email address(es) that are generated on the letter and **Paste** In the **To** Field. If there is more than 1 email address, take out the **period** and put in a **Semi-Colon** instead
v. **Cut** the **Application for Permanent Residence in Canada(CEC)** from the generated letter and **Paste** it into the Subject Field
w. Click **Send a copy – close letter and click NO to save the changes**
x. Change the **Status** from **Generated** to **Sent** for the email that you just did up
y. **Print** a copy of the letter and attach to your file (Do this from your **Sent Folder**).

20. If you have an **Intermec label maker** on your desk, you can do this next step now
    a. Click on the **Reports icon** (This is the last icon in the bottom line of small icons located underneath the main toolbar)
    b. Choose **App # & PA's Information Label**
    c. A window named **Active Portal** will pop up. Make sure the setting is **200%**
    d. Click on the **Print icon** to view the label.
    e. Click **Print** at the bottom of the window
    f. Select the printer **Intermec Easy Coder PC41** (or it may just be **Easy Coder PC41**)
    g. Make sure the **Page Scaling** is set to **Shrink to Printable Area** (May also just say **FIT**)
    h. Click Print – close B labels when printed
    i. Apply this label horizontally to the **Bottom left hand corner** of the file jacket
    j. In black marker write the client's **Surname** in the **Name** field on the file jacket

21. RCMP Clearances are to be initiated by the data enterer for any **Male or Female** on the application that is between the ages of **18 and 65** and has resided in **Canada** for at least **6 months (past or present).** Complete the following steps
    a. On the application, click on **History** Tab
    b. Update **App Status reason** from **Inventory** to **In Progress-CP**
    c. Go to **Admissibility** view tab

d. Select **Criminality**
e. **Highlight** the person you would like to submit a **RCMP** check for
f. Under the **Sub Activities** screen (bottom of screen)
g. Click **New**
h. Select Type **RCMP Screening**
i. Status **Submitted.**

Follow the above steps for everyone on the file that needs an RCMP check

22. Write on the File jacket
    a. **Created**
    b. **Initials**
    c. **Date**
23. If you did RCMP Clearances write the following on jacket as well
    a. **RCMP Check initiated**
    b. **Initials**
    c. **Date**

Data entry is now complete, you will need to save all files at your desk that you have sent an email for in case the email gets "Bounced back". Once you know you have no "bounce-backs" for emails sent the day before, you may now put your files in the buckets labelled "CEC files ready for transfer".

GCMS Canadian Experience Class (CEC) File Creation Guide

This is a detailed guide that will help you through the creation process that must occur prior to selection. Within this manual you will not only find detailed steps to lead you through creation procedure, you will also find the rationale behind each step. This is provided to ease your transition into the use of GCMS and to give you a better understanding of the system itself.

Once you become more comfortable with the process of creation you may wish to use the quick reference checklist found in Appendix D of this guide. It will provide a path for you to follow without inundating you with the details, with which you will already be familiar.

Log on to GCMS

1. Open GCMS using either the shortcut located on your desktop or by following http://gcms-smgc.apps.ci.gc.ca/ and choose your language.
2. Log into GCMS using your email address and login password. You will find yourself on the "Home" Screen.

Client/Party Search

Using the details found in the IMM8, you will need to perform a search in GCMS for every person on the application: the principal applicant (PA), dependents (DEP) (if there are any), and the representative (REP) (if there is one). This step is done to ensure there are no multiple FOSS IDs to be merged. The search should be done as described below as this will guarantee that the search is broad enough to find any multiple FOSS IDs that exist, while still being specific enough to guarantee the multiple IDs belong to the same person.

The PA and DEP are known as "Clients" while the REP is referred to as a "Party".

3. Click on the "**Search**" tab and the "Person" sub-tab will be bolded. Click on the "**New**" button in order to initiate a search to ensure there are no multiple FOSS Ids to be merged. This button is located underneath the "Person" sub-tab. Once you have clicked on the "**New**" button, a blue action bar will appear.
4. Using the details on the IMM 8 form, enter PA's family name, given name, and DOB.
   These fields should make the search broad enough to find any multiple FOSS Ids that exist, while still being specific enough to catch the multiple Ids belonging to a same person.
5. Repeat steps 3 and 4 for each dependent that appears on the IMM8.
6. If the PA is using a representative (there would be an IMM 5476 "Use of Representative" form included in the file), click on the "**New**" button . Choose "Party" from the drop-down menu under the "Client/Party" column and enter his/her family name and given name in their corresponding columns.
7. Click on the "**Search All**" button located on the blue action bar. The Search Status column will often show "In Progress" once you click the "**Search All**" button. In order to complete the search, click the

"**Refresh**" button. You may have to click the "**Refresh**" button several times if the search contains several people or an individual with a common name.

- The "Hit List" is a list of possible matches that appears when the search is complete. By highlighting an individual on the Search screen and scrolling down, you will see that person's "Hit List" in the View. Find each client in the "Hit List" view. If the client does not appear in the "Hit List", you may need to search using different combinations of names (eg. place all names in the "Last Name" field, omit one name of a person in case of previous miss-entered info).

ID numbers appear in the UCI/Party column. IDs which start with any number from 1 to 7 likely started as a FOSS ID. Some may now exist in GCMS as well. An ID with a P before the eight digit sequence designates a Party and originates in GCMS. An ID with a T before the eight digit sequence designates a Temporary GCMS ID, which is most likely a medical file.

UCI/Party ID	Definition
5236541	FOSS ID
P35892154	Party ID (Representative)
T21548789	Medical
80215694	UCI # generated by GCMS

- *If the search generates two different FOSS ID #s they will need to be merged.*

Example of FOSS Merge Request Email

LAST NAME, FIRST NAME –

DATE OF BIRTH –

COUNTRY OF BIRTH –

DUPLICATE FOSS ID NUMBERS (NO HYPHENS/NO SCREENSHOTS) -

IF YOU HAVE A PREFERRED ID AND REASON WHY THIS ID –

Subject line should be: **FOSS MERGE REQUEST PR**

8. Highlight the record for the PA, click on "Get FOSS Details" and select the "FOSS WIP" tab under the hit list. You should find an AFL (Application for Landing) record with a date that closely matches the one when the application was received. This ensures that you have found the correct client.
9. Repeat Step 8 for all dependants. However, they may not have an AFL.

** If "Danger" appears for PA or any dependents do not proceed with the creation of the file before consulting an officer. **

Existing Party

10. From the "Search" Screen "Hit List" review the names of the persons on the list. Verify the details of the representative by referring to the IMM 5476 (Use of Representative) form. Check the ICCRC number, provincial law society ID and address to identify if you have located the correct party. When you identify the correct representative, make note of the representative's Party UCI number and address ID on the first page of the application as it will be needed later. Then proceed to step 12. If the search does not produce a hit please see Step 11 below.

Creating a New Party (for paid and unpaid representatives)

11. If the Representative does not already have a GCMS ID as a Party, click "**New Party**" located on the blue action bar above the Search screen. You will be brought to a screen where you can create a new Party in GCMS. Enter the necessary details, such as address, provincial or ICCRC license # (only if it is a paid rep), email, phone number, fax number, etc... Save and then make note of the Party UCI number and address ID on the first page of the rep form.

12. **Promote Existing Client/Create New Client & Enter Client Information**

Once you have reviewed the details of the search and "Hit List" to determine that the person concerned does not possess multiple FOSS IDs they must either be *promoted* into GCMS (for those that already possess a FOSS ID) or be created as a *new client* in GCMS.

DEPENDENTS

13. Highlight a DEP's client record in the Hit List. Check the select box, step off the record and then click on the "**Promote Client**" button located on the action bar in the "Hit List" view. If this person has not been promoted previously into GCMS, you will be brought into their client record. Mark the UCI for each dependant on the application in the appropriate box

    Note: *If this person has already been promoted into GCMS, a pop-up window with an error message stating that this person has already been promoted will appear. Click on the UCI/FOSS ID of that dependent located in the UCI/PARTY ID column in order to be brought into their client record.*

**** Note some of the dependents may not exist in GCMS. ****

- In order to create a new client profile in GCMS additional information needs to be entered in the search field. Highlight the individual in the Search screen. Choose their Gender from the drop down menu and enter their Country of Birth. Click "**Search**". When no results are found click "**New Client**". You will be brought to a client profile screen that will allow you to enter details into the GCMS profile you have just created for this individual. Make note of the UCI you have just created for this individual.

**Individuals who already exist in GCMS or who have been imported in GCMS via their FOSS ID may already have information on their client profile. This information must be checked to ensure it is up to date and changed if necessary. This adds another dimension to the client history as all prior information remains within their GCMS client profile. **

14. In the "Client" Screen, you will first need to compare the dependent's family name, given name and DOB with their passport to see if they match **exactly** (if there is no passport, use the IMM 8 to ensure the information in these fields is correct).

    The passport is an internationally recognized travel document that an individual would have had to provide identification to acquire. The name provided on the passport is standardized across GCMS applications.

    - The name(s) on the passport within the "Family name"/"Surname"/"Name" field should match the "Family Name:" field located in the "Client" screen.
    - The name(s) on the passport within the "first name"/ "given name" and "middle name" fields should all match the "Given Name(s):" field located in the "Client" screen.
    - The DOB on the passport should match the "DOB:" field located in the "Client" screen.
    - Update the "Marital Status" of both the PA and DEP partner to include both the spouse's name (last name, first name) and the start date of the marriage. If the relationship is common-law, enter the name of the partner only.
    - Gender, Country and Place of Birth should also be checked at this point as it is necessary to create a new name field in order to change information in these fields.

New Name Record

*** If the passport or IMM 8 information does not match the information on the "Client" Screen exactly you will be required to create a new Primary Name record. If the information is correct, skip to Step 15 ***

- Click on the "**Names**" tab located in the View screen. Click on the "**New**" button located underneath the "**Names**" tab on the left-hand side of the screen. Under the "Name Type" column, select "Primary" from the drop-down menu so that the information you are about to enter will appear in the fields on the "Client" screen. You will then need to enter the correct information under all of the following columns: "Family Name", "Given Name(s)", "Gender", "DOB", "Country of Birth" and "Place of Birth". Once you have entered in the correct information you will need to step off the record so that the information you have inputted will appear in the same fields on the "Client Details" screen.

15. In the "Client" Screen, verify or enter information for:

    - **Citizenship** (located on IMM 8)
    - **CoR** or *Country of Residence* (located on IMM 8)
    - **Language** (located on IMM 8)
    - **Eye Colour** (located on IMM 8)

- **Height** (located on IMM 8) Enter height in cm if it has been given in metric. Enter height as "+feet.inches if given in Imperial. The height in Imperial will be automatically converted to metric when you stepoff. For example, if you enter 5 feet, 11 inches as "+5.11" it will automatically be converted to 180 cm.)

Addresses

16. Click on the "**Addresses**" view tab. You will be entering the residential address only under the DEP's client profile.
17. Click on the "**New**" button located in the view. Click on the icon in the right hand corner in the new empty field under the "Address Id" column. GCMS will bring up a new window entitled "Pick Address".
18. A query will need to be performed on the address in order to see if the address already exists in the GCMS database. We want to avoid creating unnecessary entries of the same address. To ensure that your search includes as many addresses as possible, we use the following steps. Click on the empty field under the "Country" column and enter the full name of the country that appears in the dependant's residential address on the IMM 5406 (*Additional Family Information*). In this field, GCMS will not accept a shortcut or an abbreviation therefore it is necessary the full name be entered.
19. Enter the street name and put an asterisk at the beginning and end of the street name. (E.g. *Lafleur*) under the "Street Address" column.
20. Enter the city under the "City/Town" column.
21. Click on the "**Go**" button. GCMS will open a new window displaying the results of your search. If there is a match, highlight the correct address and click the "**Ok**" button. If no matches are found, click on the "**New**" button. In the "Pick Address" window, GMCS will create a new address record for you to enter the full address.
22. Enter the following information in the "Pick Address" window (see annex for exceptions):
    - **Apt/Unit #** (if provided – include "Flat" or "Apt" for individuals living outside of North America)
    - **Street #** (if provided)
    - **Street Address** (edit the street address as you would a Canadian address, e.g. Capitals at beginning of names)
    - **Street Address2** (reserve for C/O information or if street address is too long)
    - **PO Box #** (if provided – it is not required that you type "PO Box" before the #)
    - **City/Town** (mandatory field)
    - **Province/State** (for Canadian and U.S. addresses only)
    - **District** (if provided)
    - **Postal Code** (Mandatory for Canadian and U.S. address, if provided for others)

23. Step off the record. Select Residential for the address type from the drop-down menu under the "Type" column. Record the "Address-ID" for use on PA's client profile/other DEP client profiles.

Documents

Any updates to old documents (such as previous passports) or new documents to be added (such as new police certificates or marriage/divorce certificates) must be entered in GCMS as this can aid in client identification and can add yet another dimension to individual client history.

24. Click on the "**Documents**" view tab. Click on the "**Travel Documents**" view sub-tab, if not already in bold.
25. Click on the "**New**" button in the view.
26. Enter the following information in their respective columns in the view:
    - **Document #**
    - **Country of Issue**
    - **Expiry Date**
    - **Issue Date**

Once you have entered travel documents you must enter ID supporting documents. Necessary ID supporting documents include highest education certificates for spouse and PA, birth certificates, marriage certificate (if applicable), and all police certificates (if 18 or older).

27. Click on the "**ID Supporting Documents IMM**" view sub-tab.
28. Click on the "**New**" button in the view.
29. Select "Identity" from the drop-down menu under the "Type" column for birth certificates and marriage certificates.
30. Select "Birth Certificate" or "Marriage Certificate" from the drop-down menu under the "Sub Type" column.
31. Enter the following information in their respective columns in the view:

    - **Document #**
    - **Country of Issue**
    - **Document Name**
    - **Issue Date**

32. Step off the record.
33. If there are other dependents to be entered, repeat steps 13-32.

** Note: If a person has resided in Canada for a period of over 6 months while over 18 years old, a RCMP screening request will need to be generated. See Appendix B**

PRINCIPLE APPLICANT

34. Navigate back to the "Search" screen by clicking on the "**Search**" tab located on the top left of your screen. Highlight the PA's client record, check the select box, step off the record and then click on the "**Promote Client**" button located on the action bar in the "Hit List" view.

**** The PA will have an existing FOSS ID or UCI.**
There will never be a reason to create the PA as a new client. **

35. Repeat step 14 for the PA.

36. In the "Client" Screen, verify or enter information for:

    - **Citizenship** (located on IMM 8)
    - **CoR** or *Country of Residence* (located on IMM 8)

- **Language** (located on IMM 8)
- **Telephone #(s):** (located on IMM 8. Click on the icon in the right-hand side of the "Telephone #(s) field. GCMS will open a new window called "Phone Numbers". Click on the "**New**" button. Enter the Telephone number in the "Telephone Number" field. If the telephone number is not North American format (xxx-xxx-xxxx), enter a plus (+) sign and then continue the entry of the telephone number. Select the type of phone number from the "Type:" drop-down menu (e.g. Residence, Other or Cellular). Click the "**Save**" button. If there are multiple telephone numbers, you must enter them all. Highlight the phone number you want as the primary number and click on the check box underneath the "Primary" column.)
  ****If the individual is using a representative the rep's contact information must be entered as the client's primary contact information in their client profile. This includes fax and telephone#, email and mailing address****
- **Fax #(s):** (only if there is a representative. Same steps as Telephone # entry except you do not have to select a Fax # type.)
- **E-mail(s):** (located on IMM 8. Same steps as Telephone # entry except you do not have to select an e-mail type).
- **Eye Colour** (located on IMM 8)
- **Height** (located on IMM 8) Enter height in cm if it has been given in metric. Enter height as "+feet.inches if given in Imperial. The height in Imperial will be automatically converted to metric when you step off. For example, if you enter 5 feet, 11 inches as "+5.11" it will automatically be converted to 180 cm)

  Note: If the PA is using a representative, enter PA's information as normal; however, *the rep's contact information must be entered as the client's primary contact information in their client profile. This includes fax and telephone#, email and mailing address.*

Addresses

If the PA only indicates one address this address should be indicated as "Residential". If the individual has multiple addresses their mailing address should be selected as "Primary".

37. Click on the "**Addresses**" view tab. You will be entering the residential address and mailing address (if different) under the PA's client profile.
38. Click on the "**New**" button located in the view. Click on the field in the "Address Id" column. Paste the residential address if previously created under a DEP's client profile. If no DEP is on file the residential and mailing addresses will have to be created in GCMS. Follow steps 16-23 – indication address is residential or mailing (as applicable).

Documents

39. Click on the "**Documents**" view tab. Click on the "**Travel Documents**" view sub-tab, if not already in bold.
40. Click on the "**New**" button in the view.
41. Enter the following information in their respective columns in the view:
    - **Document #**

- **Country of Issue**
- **Expiry Date**

ID Supporting Documents that to be entered are: birth certificates, marriage certificate (if applicable), all police certificates (if 18 or older) AND language test results.

42. Click on the "**ID Supporting Documents IMM**" view sub-tab.
43. Click on the "**New**" button in the view.
44. Select "Identity" from the drop-down menu under the "Type" column for birth certificates and marriage certificates.
45. Select "Birth Certificate" or "Marriage Certificate" from the drop-down menu under the "Sub Type" column.
46. Enter the following information in their respective columns in the view:

    - **Document #**
    - **Country of Issue**
    - **Document Name**
    - **Issue Date**

47. Step off the record.
48. Click on the "New" button in the view.
49. Select "Education" from the drop down menu under the "Type" column.
50. Select "Other" from the drop-down menu and then indicate in the next field type pf results. (ex: IELTS)
51. Enter the following information in their respective columns in the view:

    - **Document # - Taken from the bottom right of the IELTS**
    - **Country of Issue – Country where test was taken, usually has stamp**
    - **Document Name – Enter "Test Report Form"**
    - **Document State – Enter Original or Copy**
    - **Issue Date – Use date at the bottom on the IELTS**

52. Step off the record.

Create Prospective Application

The application has a status of "Prospective" when created – signified by an X in front of the application number. This prospective status ensures that it can be deleted if necessary, whereas once promoted (step 51) the application becomes "Real" and is impossible to delete.

53. Ensure you are in the Principle Applicant's "Client" profile. Do this by checking the name on the current record.
54. Click on the "**Associations**" tab, which is located on the VIEW tab bar. The "Applications & Cases" sub-tab should be bolded.
55. Click on the "**NEW**" button located in the view.

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56. Click on the icon in the right hand corner of the "Category/Case" box. Select the appropriate category for Canadian Experience Class or type in CEC (i.e. CEC). Enter the Received (Rec'd) Date. The Received Date is the date the application was first received at the mission. **This should be the date stamped on the application or on the front of the file jacket.**
57. Save the record. (Ctrl-S). GCMS will generate a new prospective application number that starts with "XE". This number will be located under the Appl/Case# Column. Record this number on the top of the first page of the application.

Capture Statutory Questions

All individuals applying to Canada are assessed on various criteria to determine if they are admissible to live in Canada. One of the elements used to help assess admissibility is a series of questions known as statutory questions. The Principal applicant, and all dependent children aged 18 years or older listed in the application for permanent residence must complete these questions which are located on the Schedule 1 from the IMM 8 Form. ***Only if a PA or dependents have indicated "Y" for any of the Statutory questions, or if a referral is required are these questions necessary to input.***

** If you are working on a Simplified Application, you will not find a Schedule 1 form, and subsequently will not the information necessary for this step. Skip to Step 80. **

58. Highlight and copy the prospective application number from the Appl/Case # column (starts with XE...).
59. Click on the "Background Info" tab located on the View tab bar. Select the "Statutory Questions" sub-tab. Click on the "New" button in the view.
60. Paste the prospective application number and tab → to the drop-down menu under the "Form" column. Select "PR 2009/12".
61. Scroll down to the "Statutory questions" applet and change the answers as necessary depending on the PA's entries on their schedule 1.
    - ** If **PA** has entered "Yes" for any of the statutory questions, enter information in the "Additional Details" box provided.

**Statutory questions must be captured for all individuals on the application aged 18+. This can be done once each individual has been associated with the application (Steps 82-84). At this point only the Principal Applicant's client profile is associated with the application. **

Capture Application Details

62. Click on the "**Application #**" hyperlink. (XE number in blue text)
    - On the "PR" screen, in the **Secondary Office** field, click the icon on the right-hand side to select the office the file was sent to. (e.g. Buffalo)
    - Enter or verify the following information into the "PR" screen (see annex for exceptions):

- **Rec'd Date**: (date application was first received at the mission)
- **Rec'd Via**: (Click the drop-down menu and select "Mail" for all CEC files)
- **Lock-In Date**: (date application was first received at the mission)
- **Correspond Lang**: (English or French located on IMM8)
- **Interview Lang**: (Located on IMM8)
- **Province/City of Destination**: (Located on IMM8)

Capture Client Details on the Application

63. Scroll down to the "Client Details" applet and ensure the following information appears as you have entered it on client details profile:
    - **Citizenship:** (If not present, click on the icon on the right-hand side of the field, select the primary entry)
    - **CoR** or *Country of Residence:* (If not present, click on the icon on the right-hand side of the field, select the primary entry)
    - **Marital Status:** (If not present, click on the icon on the right-hand side of the field, select the primary entry)
    - **Travel Doc:** (If not present, click on the icon on the right-hand side of the field, select the primary entry)
    - **Official Language:** (English, French, Neither)
    - **NOC** or *National Occupational Classification*: (This should be taken from the Schedule 8 for PA, for all other Deps, they would get the appropriate 99* NOC **9911 – Student, 9914 – New Worker, 9970 – Homemaker, 9980 – Other Non-Worker**)
    - **Occupation:** Located on the IMM8 however if IMM8 blank, take NOC from Schedule 8
    - **Telephone number**: (If not present, click on the icon on the right-hand side of the field, select the primary entry if applicable)
    - **Fax Number**: (If not present, click on the icon on the right-hand side of the field, select the primary entry if applicable)
    - **E-Mail**: (If not present, click on the icon on the right-hand side of the field, select the primary entry if applicable)
    - **Street Address**: (If not present, click on the icon on the right-hand side of the field, select the primary entry)

Associate DEP and REP to Application

64. If there are **DEP**, in the "Clients and Parties" view click on the "**New**" button. GCMS will open a new window entitled "Clients & Parties". Enter the **DEP's UCI** (which you recorded earlier) and click the "**Go**" button. Select the client and click the "**Ok**" button once you are satisfied you have the correct dependent.
65. In the "Clients & Parties" view, highlight the dependent's record, Select whether they are accompanying the **PA** or not by using drop-down menu under the "Acc" column. This will automatically default to YES. Enter their relationship to **PA** using the dropdown menu located under "Relationship". Click Enter. Scroll down to the client details applet and enter or verify **citizenship, official language, NOC and address**.
66. If there is a **REP**, in the "Clients and Parties" view click on the "**New**" button. GCMS will open a new window entitled "Clients & Parties". Enter the **REP's UCI** (which you recorded earlier) and click the "**Go**" button. Select the client and click the "**Ok**" button once you are satisfied you have the correct representative.
    In the "Clients & Parties" view, highlight the representative's record; select either "Paid Rep" or "Unpaid Rep" from the drop-down menu located under the "Client/Party" column.

    **Once all DEPs have been associated to the application statutory questions must be entered for all individuals 18 and over. Navigate to each individual DEP 18 and over's client profile and repeat steps 76-79 using the information provided for that client. **

Capture Schedule 8 Info

67. Navigate to the application screen.
68. Click on the "**Eligibility**" view tab (second tab from the left). Click on the "**Schedule Info**" sub-tab. Click "New".
69. Enter the details for **all dropdown** boxes (except for Language Proficiency) as they appear on the client's Schedule 8 form. If PA left boxes empty, leave empty in GCMS.
70. When entering the IELTS results, in the Test Date box, please use the date at the top of the IELTS test. Enter the scores from the IELTS into the corresponding boxes for Speak, Listen, Read and Write.
71. The results you write in must be based on the test results if one is on file.

Capture Fees

72. Click on the "**Fees**" view tab.
73. Click **"New"** and enter the following information:
    - Type: Select **POS + Receipt** if fees paid abroad / **SAP Receipt** if fees paid in Canada
    - Details: See invoice (Certified Instrument [Certified Cheque], Visa, MasterCard, American Express, etc.)
    - Payment Date: See invoice
    - Amount Paid: total amount of the paid fees indicated on the invoice
    - Other Receipt #: See invoice
74. Click anywhere in the Fees section (it will activate the **"Allocate"** button), then click **"Allocate". Mark the payment number on the SAP receipt.**

**If fees are missing for one or more dependants, do not enter any fee details for these persons. **

Enter Paper File Information

75. Click on the "**Paper File**" view tab.
76. Click on the "**New**" button.
77. Set as "Primary" and scan the Paper File number (B0XXXXXXXX) under the "Paper File #" column. The Paper File number should be located somewhere on the physical file starting with the letter "B". Step off the record. NOTE: When you scan in the "B" file number, ensure that the CAP lock is off since this will cause the file number to be scanned in with a lower case "b". Click Enter.
78. Enter a location –A87-CEC
79. GCMS automatically generates a XE Number. Leave the E and Paper File # Location as Registry

Promote Prospective Application

80. Scroll up to the top of the "PR" screen and click the "**Promote Application**" button. If there are any errors that would prevent you from promoting, GCMS will generate an error message indicating the problem that you need to correct prior to promotion. Once the application has been promoted, you will notice that the "X" in front of the application number has disappeared. This signifies that the application is no longer "prospective".

81. You will find that there is an automatically generated AOR that you will need to cancel. In the Status field of the AOR, change the status from Generated to Cancelled (**This step must be completed on every file or the AOR will automatically be sent to the Client**)

Print Bar Code and Client Name Label for B File Jacket

82. Ensure you are on the correspondence tab, click on the Reports Icon. The Reports Icon is the last in the line of small icons located underneath the main toolbar (where the Help link is located).
83. Choose "Application # PA's Information Label".
84. A window named **"Active Portal"** will pop up. Make sure that the % setting is set at **200%.**
85. Click on the print icon to view the label. Click the Print icon at the bottom of the window.
86. Select the printer "**Smart Label Printer 440"**. Make sure the Page Scaling is set to **"Shrink to Printable Area"**.
87. Click on "**OK**" to print the label. Apply the barcode label horizontally to the bottom left hand corner of the paper file jacket

Sending an Acknowledgement of Receipt Letter

88. Next you must create and AOR (Acknowledgement of Receipt) for the PA on the application. If an email address is not provided, you must print off 2 copies of the letter. One gets attached to the application and 1 gets mailed to the client.

- Ensure that you are in the Outgoing view
- Click New
- Under Request to Issue, select Letter
- Under Document Type select Acknowledgement of Receipt or type ACK and if you get a pop-up window, click OK
- Under Status, select Generate
- Update Via to Mail or Email depending on how letter was sent to PA
- Click on the Execute magnifying Glass (second magnifying glass on the top right hand of the screen)
- The letter will generate in Correspondence Attachments (Scroll down to the bottom of GCMS)
- Hyperlink / Click on the letter that generates (WORD LTR)
- Select Open from the pop up window
- This will open a new window, complete the following steps:
    i. Select Computer
    ii. T-Drive
    iii. Templates
    iv. Office Specific Templates
    v. CPC Sydney CIO_CTD Sydney BRCD
    vi. Mailroom

vii. Email-Positive-CEC (ensure that you are selecting the correct language) or ltr - Positive CEC if no e-mail address was provided with the application.*

- Once the email generates, if there is a Rep on file, you will need to ensure that there is a C/O Rep's name, Rep's business in the address field. If no, you will need to manually enter this information.
- If the Name and Address of client is not capitalized, do the following steps:
  i. Highlight the portion that needs to be capitalized
  ii. Click on Aa button
  iii. Select Uppercase from the drop down menu

- Turn on the Lock feature
- Complete the appropriate fields in the body of the letter by referring to the SAP receipt
- Turn Off the Lock feature
- Click the Send to Mail Recipient
- In the From and BCC fields, enter FSW-Centralized-Intake Office
- Cut (CTRL + X) the email address(es) that are generated on the letter and Paste in the To field. If there is more than 1 email address, take out the period and put in a Semi-Colon instead
- Cut the Application for Permanent Residence in Canada (PNP) from the generated letter and Paste it into the Subject Field
- Click Send a Copy
- Close Letter, DO NOT SAVE
- Go Back to the Correspondence Tab
- Change the Status from Generated to Sent for the email that you just completed
- Tab to the VIA Field, you will need to select either Mail or Email, depending on which method you used to send the letter to the client.
- Print a copy of the letter and attach to your file (Do this from your Sent Folder)

RCMP Clearance (if applicable):

- RCMP Clearances are to be initiated by the data enterer for any Male or Female on the application that is between the ages of 18 and 65 and has resided in Canada for at least 6 months prior to the application date. Complete the following steps:

  a. Click on History Tab
  b. Update APP Status Reason from Inventory to In Progress-CP
  c. Go to Admissibility view tab
  d. Select the Criminality Tab
  e. Highlight the person you would like to submit the RCMP check on
  f. Under the Sub Activities screen (bottom of screen)
  g. Click New
  h. Select Type RCMP Screening
  i. Under Status – select Submitted

  Complete the above steps for each person on the file that required an RCMP Check.

Welcome to the CIO-CEC Line of Business!

Inside this training manual you will find important information on CEC completeness checking expectations and procedures. Procedures change regularly and you are expected to be flexible and adhere to these changes. This information package is a guideline and it is your responsibility to make sure that you are following the latest procedures, so be sure to be on top of your email throughout your shift.

Please further note that all of the material covered in this training manual has been seen and approved by a CIO mailroom team leader, if you have any questions regarding the material please see a team leader.

All material in this training manual is subject to change at any time so make sure you are following current procedures. All templates included in this manual are required to be used. If changes to a template are needed, you must have them approved by team leader to be on the safe side.

~ It is very important to ask questions when you are unsure. Remember the aim of this mailroom is to handle each and every file properly. ~

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CEC - Order of Documents

FORMS

- Scan Sheets
- Photos
- Fee payment form (IMM5620) and address labels stapled to left hand side of File cover
- Fees (cheque, money order, bank drafts, POS+, etc...) stapled to bottom left hand side of page 1 of the application
- IMM0008 Generic Application
- IMM5669 Schedule A for all family members 18 and over
- Supplementary Information - Your Travels Forms (for PA only)
- Schedule 8 (for PA only and must valid 4 digit NOC code)
- IMM5406 Additional Family Information for all family members 18 and over
- IMM5476 Use of Representative (if provided)
- IMM5475 Authority to Release (if provided)

SUPPORTING DOCUMENTS

- Birth Certificates for PA, SP and all dependants on the application (in order from PA, SP and oldest to youngest dependant)
- Marriage Certificate
- Statutory Declaration of Common-law Union
- Divorce Certificates, Annulled Marriage Certificates
- Adoption Certificates
- Police Certificates (All PA's together, then all spouses' together, then all dependant's over 18 together)
- Language Test
- Copy of passports (PA, Spouse, oldest child to youngest child)
- Representative's or PA's Cover Letter (if provided)
- CEC Document Checklist
- Any Additional Documents Provided (education, work experience, settlement funds, expired passports, etc in the order as submitted by the applicant)

ITEMS TO NOTE

- You must open **all** envelopes, and make sure all papers are facing upwards neatly on the file. Make sure there are no loose papers.

- All documents must be attached to the file, except for original documents, for example, original passports, birth certificates, marriage certificates, etc. **Do not staple or hole-punch original documents**. Originals must be then placed in a docket or a white envelope and pegged to the back of the file.

- If English/French translations are provided for any of the above documents, the translations and the originals must be kept together.

FILE ASSEMBLY – CEC

Completeness checking Canadian Experience Class applications

All documents will be arranged as follows: PA, spouse or common law partner, oldest dependent child to youngest dependent child

1. Open the envelope and **DATE STAMP** the application at the top in the middle of the front page of the application. Please ensure to keep the packing slip, return address and bar code if on envelope.

2. Find the **fee payment form** and date stamp it in the middle right hand side or if **paying by cheque**, staple cheque to the bottom left side of page 1 of the application.
Fee payment form has to be signed by the payer if paying by credit card.

3. Put all **photos in a photo pouch**. You need at least **one** photo (any size) for each person on the application **(If accompanying or not)**.

4. Start at the top of the application and ensure that:
   a. "**Program under which you are applying**" is Economic (make necessary changes)
   b. "**Category under which you are applying**" is Canadian Experience (make necessary changes)
   c. Number of people listed in **block 3 equals** the number of people on the application (on both the **IMM0008** and the **Additional Family Info form**) (make necessary changes)
   d. "**Where do you intend to live**" (Block 6) This cannot be Quebec

5. You must verify the passport information to the Generic Application under the **Personal Details** section for each person on the file, make any necessary changes and put a red checkmark to show you have confirmed the following sections to be correct:
   a. **Surname** (Block 1)
   b. **Given name** (Block 1)
   c. **Date of Birth** (Block 7)
   d. **Sex** (Block 4)
   e. **Place of Birth** (Block 8)

Important To Note. The majority of passports from around the World have what is known as an MRZ (machine readable zone). This is located at the bottom of the Bio-Data page. The MRZ will take precedence, in most cases, over the VIZ (Visual Inspection Zone) when determining how a name should appear on the application. In the absence of the MRZ, the VIZ will be used to establish how the name should appear on the application

6. The section **PASSPORT** on the generic application form must be verified against the passport on file. Please use red pen to check mark the following:
   a. **Passport number** (Block 2)
   b. **Country of issue** (Block 3) - please refer to the 3 letter country code on the passport
   c. **Expiry date** (Block 5)

7. Ensure the **application** (IMM0008) is **signed and dated**.

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8. Ensure you have a **Schedule A** for PA, SP and all dependants 18 years of age and older. (**if accompanying or not**). Schedule A consists of 4 pages, so ensure that all pages are included. The sections that need to be verified on the Schedule A are:
    a. **Name** (to ensure that the Schedule A does indeed belong to the appropriate people)
    b. **"Indicate whether you are"** The Principal applicant , or Spouse, Common-Law partner, dependent over 18
    c. **All 4 pages are included**
    d. **It is signed**

9. Verify that you have the **Supplementary Information - Your Travels** (IMM5562) – for the **PA only**. The sections that need to be verified are:
    a. **Name** (to ensure that the form is for our PA)
    b. **Ensure you have pages 1 and 2.**

10. Ensure you have a **Schedule 8.** The sections that need to be verified are:
    a. Ensure you have a **VALID** 4 digit NOC code. This will have to be verified on the NOC website

11. Ensure you have an **additional family information** (IMM5406) for PA, SP and dependants 18 and over (**if accompanying or not**). The fields that need to be verified are:
    a. **Name** (to ensure that the form belongs to the appropriate people)
    b. **All dependents** (Spouse, children, step-children) **are included on IMM0008**
    c. **A signature must be in one of the 3 areas**

12. Rep Form (not a mandatory form). If one is included, the following needs to be verified:
    a. **Name** (to ensure that the form belongs to our PA)
    b. Check either the **ICCRC** website or the **Provincial Law Society** website if you have a Rep form and they indicate they have a paid rep to ensure they are a **practicing** Rep
    c. Must be **signed and dated by PA** - **flag for easy reference**

13. Ensure you have a birth certificate for PA, SP and all dependants on file (**if accompanying or not**).

14. If applicable, a marriage certificate or common-law declaration for the PA and Spouse. (**not required documents**)

15. If applicable, a divorce certificate and adoption certificate(s) for the children. (**not required documents**)

16. Police certificates are not required and we **do not request** them if we have to return the file for another reason.

17. Ensure you have an **original** Language test for PA (IELTS, CELPIP or TEF). If not original, ensure that it meets the requirements to accept a photocopy (still not older than 2 years, and had to have a previous application where the original test was sent to us, AND client tells us that we have the original in a previous application)

18. Ensure you have **passports for everyone on file**, unless they have left this blank or selected "**NO**" for "**DO YOU HAVE A VALID PASSPORT**" on the application then the passport is not required. – (**flag for easy reference**)

19. Insert letter from Rep or PA if supplied.

20. Insert CEC document checklist.

21. All additional documents that are sent by PA are to be put as the client supplied them.
22. We need to keep the envelope that the application was received in. We need to have the **return address**, **barcode** (if there is one) and the **date stamp** on the envelope. If you need to cut the envelope, please ensure you have all the above items.

23. If paying by **credit card** ensure the form is complete.
    a. **Name of Principal Applicant**
    b. **Name of Payer** (if different that PA)
    c. **Address of Payer** (if different than PA)
    d. **Amount matches number of people accompanying**
    e. **Name of Cardholder** (must be in English)
    f. **Signature of Cardholder**
    g. **Type of credit card** (Visa, MasterCard, AMEX)
    h. **Credit Card number** has appropriate amount of numbers (16 for Visa/MC and 15 for AMEX)
    i. **Expiry Date**

24. Date stamp the photo pouch if file is deemed complete.

IF THE APPLICATION IS COMPLETE, DO THE FOLLOWING

- Obtain a File jacket
- Date stamp on front cover, middle top of file jacket
- Stamp with the CEC stamp on the right hand side
- Charge front of file jacket with "C/C" "Initial" and "Date"
- If applicable, put "S" in "Cross Reference"
- Staple Address labels and fee payment form inside the file jacket on the left hand side at the top with the staple teeth facing inwards
- Write R10 info on top off application Example below
    - R10 OK "Your initials:
    - No Rep or Auth Paid/unpaid Rep
    - PA $550
    - SP $550
    - $1100.00
- All documents are to be hole punched and placed neatly on peg in the correct order (please see page 2 for order)
- Hole punch scan sheets (be careful not to punch through the barcodes) and place on the very top of the peg
- Log into GCMS
- Query the Rep (if applicable) in GCMS.
- The rep ID (also known as the P#) will be written on the Rep form on the ride hand side across from Section B Question 5.
- Verify the following information for the Rep from the Rep form to GCMS and make any necessary changes to the following:
    - If a Paid Rep, confirm under the title "Paid Representative" in GCMS the following: Status, Province/Territory and Membership number.
    - Telephone number
    - Fax number
    - Email address
    - Address. This is under the Address Tab.
- The address ID of the rep will be written on the Rep form under the P#.
    - The address ID that you select should be marked at "**Primary**", have the "**To Date**" deleted, and "**Street Address 2**" should be "**C/O Rep's company name only**" (if there is a company name listed) or "**C/O Rep's first and last name**" (if there is no company name listed)
- Query the PA in GCMS
- If you get a hit for your PA in the Hit List, you will promote the UCI
- If you do not get a hit for your PA, you will create a UCI
- Record the UCI of the client in the UCI box number 3 under the section entitled "**PERSONAL DETAILS**" on the application.
- Enter Rep's email address (if applicable) and mark as Primary
- Enter the PA's email address
- Enter PA's place of birth
    - This is done in the **NAMES** view by clicking **NEW** and typing the personal details in.

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- Add the following note on the Client in GCMS. The format below will be followed and is prepared for you in a template on the G-Drive under the CEC folder entitled "GCMS Return Notes":

Application type: CEC
Date received: THE STAMP DATE RECEIVED IN MAILROOM (TOP 1ST PAGE OF APPLICATION)
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
File forwarded to SCAN/CRU

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- GCMS Return notes

You will have to put the **LOCK** feature on to be able to type in the appropriate fields. The **LOCK** feature will need to be turned off in order to copy and paste the note into GCMS

IF THE APPLICATION IS INCOMPLETE, DO THE FOLLOWING

If application is found to be incomplete after completeness checking the file:

- Prepare Appendix C or A, highlight appropriate areas on CEC checklist, prepare any inserts and letter for return
- Search PA on GCMS (first/last name, date of birth, and country of birth)
- Promote existing UCI # or create one (where necessary)
- Enter Rep's email address (if applicable) and mark as Primary
- Enter PA's email address
- Enter PA's place of birth
- Client notes. The format below will be followed and is prepared for you in a template on the G-Drive under the CEC folder entitled "GCMS Return Notes":

Application type: CEC
Date received: STAMP DATE
Date returned: DATE YOU PHYSICALLY RETURNED FILE
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
Reason for return: DETAILED NOTE ON WHY YOU ARE RETURNING APPLICATION
Returned to the following address: COPY AND PASTE FROM RETURN LETTER

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- GCMS Return notes

Essential Items CIO-CEC Will Return For

1. **Generic Application Form To Canada;** if the client indicates that they intend to live in a province other than the one that is nominating them.
2. **Schedule A**; if not provided for everyone 18 years of age or older.
3. **Supplementary Information – Your Travels;** if not submitted with application.
4. **Schedule 8;** If PA does not provide a valid 4 digit NOC code
5. **Additional Family Information;** if not provided for everyone 18 years of age or older, if there are dependents listed that are not included on the IMM0008 (and no affidavit explaining why they are not being included) or if it is not signed in one of the 3 areas.
6. **Use of Rep Form** (when provided)**;** clients are not required to use a representative, however if they choose to hire a paid rep, the rep must be a valid rep. They may also choose to use a family or friend as an unpaid rep. The rep form must contain reps contact information as well as be signed and dated by the PA.
7. **Identity and Civil Documents;** PA and all dependents are required to provide birth certificates, however, in some cases/countries birth certificates are unavailable, therefore other documentation such as school records, ID cards, household registers or affidavits are acceptable depending upon the case. ****Before returning any application for proof of birth or if you are unsure whether or not you have proper documentation, please double check with birth certificate book and/or a team leader.****
8. **Travel Documents/Passports;** PA must provide passport, all other dependents on file are only required to provide passport if they have listed it on application.
9. **Photos;** PA and all dependents must provide at least one photo whether they are accompanying or not.
10. **Language Test;** If language test is not an original and does not meet requirements where a photocopy is acceptable.
11. **Fees;** foreign certified cheque's, money orders, bank drafts and credit card payments must be in Canadian funds. Foreign certified cheques, money orders and bank drafts drawn from foreign countries are considered stale dated after six months {unless otherwise stated on cheque}. Canadian certified cheque's, money orders and bank drafts do not go stale dated unless stated "valid to"-{08/09/2014}. Credit card payments must be signed by the card holder. **We will return the file if payment is insufficient**, stale dated, not in Canadian funds, or if the credit card is not signed. **Please see page 21 for overpayment procedures**.

***** *Please note: if you are returning a file you should be asking for everything we require here at CIO.* *****

What CIO-CEC Does Not Return For:

1) If client leaves the **Program and Category** blank or indicates something other than Economic and Provincial Nominee. Please make applicable changes.

2) **Visa Office**; if left blank or invalid please make changes according to the spreadsheet.

3) We do not return if application forms are **not dated**.

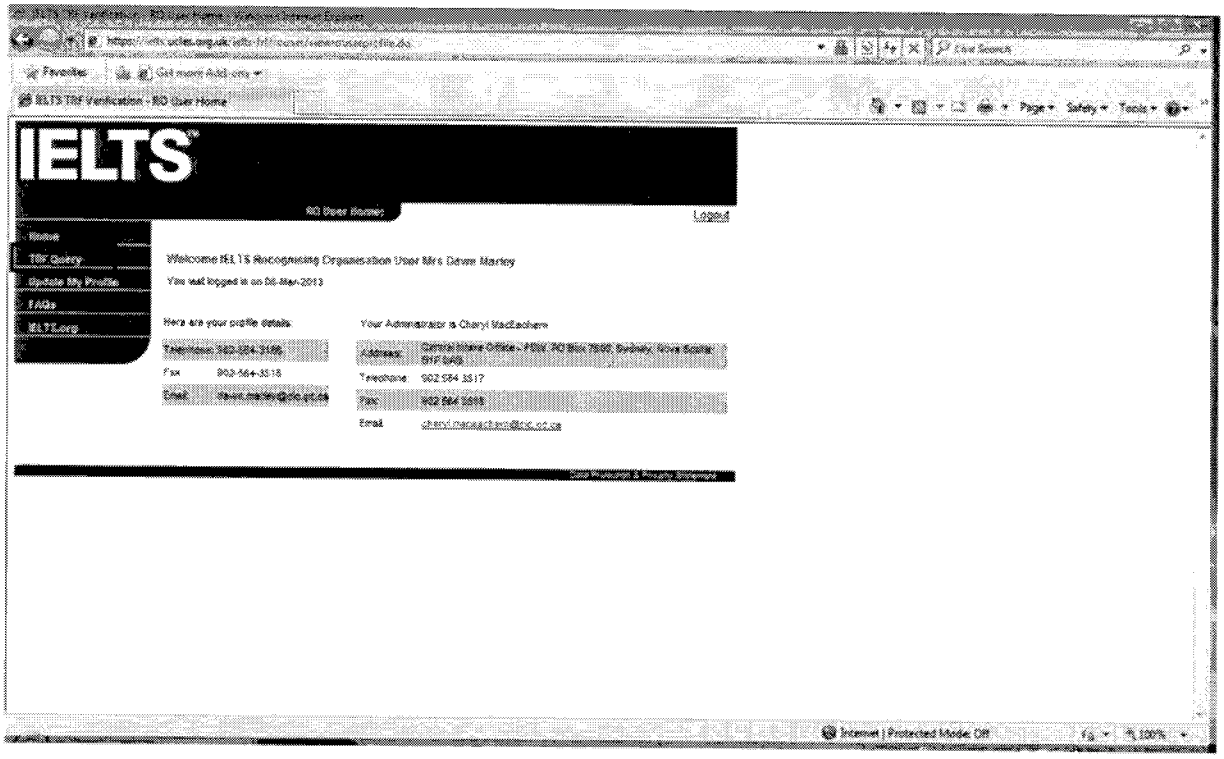
4) We do not return for **Police Clearances** and when returning an application we will not ask if for them.

5) We do not return for **Marriage Certificates**.

CEC Verification of IELTS

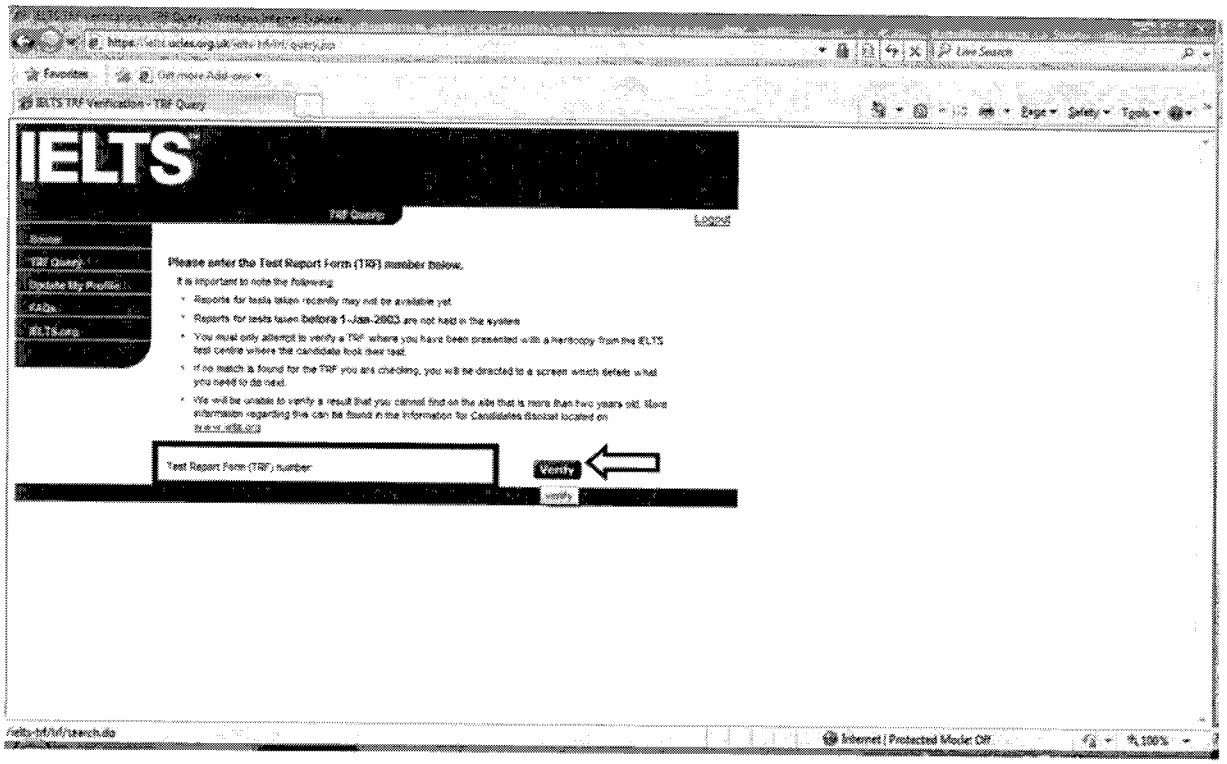
100% of all IELTS language tests will be verified on the IELTS TRF Verification website (https://ielts.ucles.org.uk/ielts-trf/index.jsp).

You will have to log into the site (username will be your work email, and you set up a password after you get an email showing your account is activated).

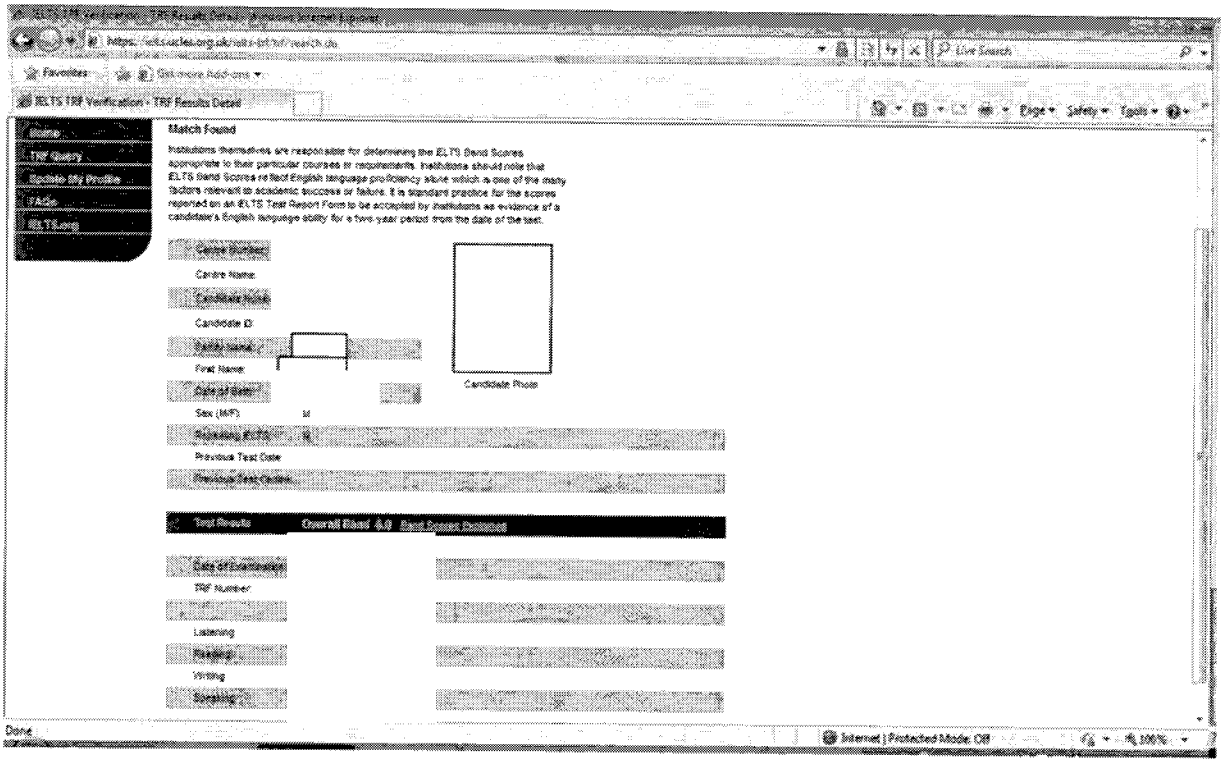


1. Click on TRF Query

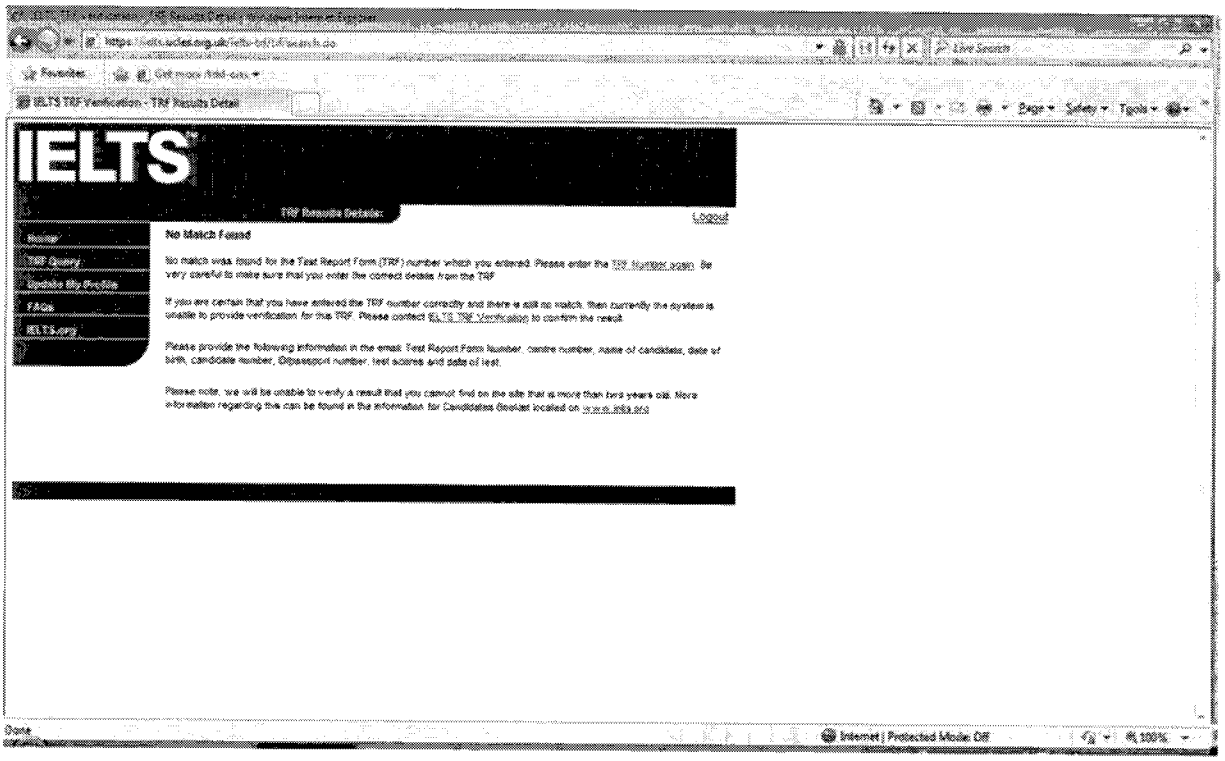
s.19(1)



1. Type in the Test Report Form (TRF) number (this is located in a grey box at the bottom of the right hand corner)
2. Click Verify



1. If you get a match (like shown), verify the following information to the test you received from client:
    a. Photo
    b. Family Name
    c. First Name
    d. Date of Birth
    e. Date of Examination
    f. All test scores (including the Overall Band)
2. If everything matches, you will enter the following note into GCMS: **"Language test has been verified against the appropriate website"**.
3. If there is something that does not match the physical test you received and the verification, please take a screenshot of the verification and bring file to your team leader.



1. When you do the TRF Query and you get No Match Found (as shown), take a screenshot, and bring file to Team Leader.

Payment Information:

Payments must be made payable to the "Receiver General for Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express), or HPM (this can be made at a financial institution in Canada, or on-line from any country).

Permanent Resident Fees Required:

Principal applicant **$550.00**

Spouse or common law partner and each dependent child 22 years of age and older **$550.00**

Each dependent child less than 22 years of age **$150.00**

***Right of permanent residence fee** (to be paid by principal applicant, spouse or common law partner) **$490.00**

*The Right of Permanent Residence Fee (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can either be paid at the time the application is submitted or at any time prior to the issuance of the visa. At the time of completeness checking, if the RPRF is not submitted, the application is still considered complete. If the file is deemed incomplete, we will not request the RPRF to be paid.

A combination of more than one method of payment is acceptable. However, payment by each method **MUST** be equal to a single or a multiple amount.

For example: An amount of $550 paid by credit card for the principal applicant, and 2 X $150 ($300) paid by a certified cheque for 2 dependents for total of $850 is acceptable. However, $500 paid by credit card and $350 by certified cheque **will not** be accepted.

Total fees received must equal the amount to be paid by the PA and for those that are accompanying the PA to Canada.

Acceptable Payment Methods

- **Credit Card**

The fee payment form (IMM5620) is to be paper clipped to the B label sheet on the left hand side of the file jacket.
Applications that have a credit card payment must have a green tag on the build-em-up this signifies that the fee has been paid by credit card for the coster.

Be sure to check the Fee Payment Form (IMM5620) for completeness:

Credit cards accepted at CIO-SYDNEY start with a "**3**" (American Express), "**4**" (Visa), or "**5**" (MasterCard). A form with the credit card number starting with any other number **should be returned**, as it **cannot be processed** at cost recovery.

Also there should be **16 digits** for **VISA** or **MASTERCARD** (Numbers starting with a **4** or **5**) and **15 Digits** for **AMERICAN EXPRESS** (Numbers starting with a **3**). **FORMS WITH ANY LESS CANNOT BE PROCESSED.**

- **Money Order/Certified Cheque/Demand Draft**

Please check each one of these for proper fees. Payments issued from institutions outside of Canada are only good for 6 months unless otherwise stated on payment. Payments issued from institutions in Canada have no expiry, unless otherwise stated on the payment.

- **Fees paid at a visa office (POS+)**

This is a yellow or white receipt issued from a visa office. Please see your team leader is you come across this type of payment.

- **Fees paid by HPM (Handling of Public Money)**

HPM's can be made on-line by the client in any country, or at a financial institution in Canada. HPM payments made online by the Client will have a barcode with a series of numbers starting with the letter R. HPM payments can also be made at a bank. These will have a barcode that will have a series of numbers starting with a "C" or "B". Please ensure the bank has stamped the HPM with the payment date.

Common Questions Regarding the Fee Payment:

Question: What if the credit card form is not signed?
Answer: The file goes back.

Question: What if credit card form is not dated?
Answer: It goes through as a complete.

Question: What if cheque is signed by only one person?
Answer: In most cases it goes through (double check with coster).

Question: What if the fee payment form is a photocopy?
Answer: It goes through as a complete.

ADDITIONAL PROCEDURES

Canadian Spouse/Common-Law Partner/Child

If you have an application with a Canadian spouse/common-law partner or child their information should be put behind the document checklist.

You will also attach a Note to File (paper copy) to the top of the file peg stating:

Please type this note onto a Note to File: PA's spouse/common-law partner/child's is Canadian and documentation provided for this person is behind the document checklist.

Authority to Release Form

If we receive an IMM5475, there should be a note on file. This is a note that you enter in GCMS showing that one was received and who the authority to release is given to. The note should be entered on the client in GCMS at the time of completeness checking. Please enter the following note.

Copy and Paste this note into GCMS: Rec'd IMM5475 received giving authority to release information to ____ (name and address of person) _____.

Security Checks

If you come across 1 of the 12 countries in the list (see team leader for this list), please mark an **S (in black marker)** in the left hand corner of the file jacket and circle it (in the Representation Received Form box). These files need to be security checked.

Credit Card Declined Procedures

Sometimes files are received that have been previously returned asking for a new payment because the Credit Card had been declined. You are to completeness check these files as normal, if the file is a complete, the old file jacket must be used. There may be a CIO Letter, Declined Credit Card receipt and/or an Appendix A received back with the application.

If you believe you have a previous declined Credit Card, please see your Team Leader who will help you recover your file jacket.

Original Documents

If you receive original documents (or documents that you believe are original), and they are not **"old"** or "**irreplaceable**" (see page 36), the original document(s) will need to be photocopied and put in their proper order on the file. Once you have photocopied the original document, you will place it in either a docket or a white envelope and peg it the back of the file.

Non Accompanying/Accompanying Procedures

If a dependant (spouse or child) has marked NO for Accompanying PA to Canada, but they have paid for this dependant, we will physically change it on the application to YES and add a note to GCMS and a paper Note-To-File.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME OF PERSON will not be accompanying family to Canada; however, client paid fees for INSERT NAME OF PERSON. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

The following are a few scenarios where the dependant will remain or be changed to NON-ACCOMPANYING, and will enter an Overpayment line in GCMS.

1) A spouse or child is a Canadian Citizen and they have paid for them. We will leave them as NO for not accompanying (or change YES to NO, whatever the case may be).

This will be the note that you will add to GCMS and on a Note-To-File:

Spouse/child is a Canadian Citizen, no fees required, if positive assessment please refund fee for INSERT NAME OF PERSON if negative assessment and refund issued, please refund for full amount.

2) PA has sent in an affidavit or a letter stating that their spouse/common-law partner is no longer part of their family or no longer has contact, etc... and will not be accompanying to Canada, however they have paid for them. We would leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has indicated in an affidavit/letter that their spouse/common-law partner will not be accompanying for INSERT REASON HERE, if positive assessment please refund fee for spouse/common-law partner if negative assessment and refund issued, please refund for full amount.

3) PA has paid for someone who is not a dependant (Mother, Father, Brother, Sister, etc...), we will leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for someone that is not a dependant, if positive assessment please refund fee for INSERT NAME HERE if negative assessment and refund issued, please refund for full amount.

4) If the child is 22 or older (**not a student**) and paid for and marked as ACCOMPANYING, this child is not considered to be a dependant. We will change it from ACCOMPANYING to NON-ACCOMPANYING on the application at completeness checking.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, and states they will accompany PA to Canada. As per the application and Schedule A, INSERT NAME HERE, is not a student, and is no longer considered a dependant, so ACCOMPANYING was changed to NON-ACCOMPANYING. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

5) If the child is 22 or older (**and not a student**) and paid for and marked as NON-ACCOMPANYING, we will leave the child as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, INSERT NAME HERE. This person will not accompany the PA to Canada. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

6) If the child is 22 or older and a student, but they are marked as NON-ACCOMPANYING but they are paid for, we will change the NON-ACCOMPANYING to ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME HERE will not be accompanying family to Canada, however, client paid fees INSERT NAME HERE. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

7) If the child is under 22, but the client has paid $550 for this child. Please make note for the Data Enterer:

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid $550 INSERT NAME HERE who is under 22. If positive assessment, please refund fee of $300.00, if negative assessment and refund is issued, please refund full amount.

If you have a case that does not fit one of the above scenarios, and you are unsure on how to proceed, please see any team leader.

OVERPAYMENT PROCEDURES

1) Applications that have a certified cheque **and are** CAPPED will still have to be **processed as an overpayment - FSW, FSTC and PhD**

2) All applications that have a **credit card** as a payment and are **overpayment**, bring to the team leader they will change to the correct amount. The team leader will cross out the wrong amount and fill in the correct amount and initial.

3) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** of $1050.00 which is an overpayment of 500.00 (paid for business class), the completeness checker will send the application back as **incorrect fee** application. **Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE**

4) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** and has an overpayment in any amount the completeness checker will send the application back as **an incorrect fee** application. **Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE**

5) If the application is a **CEC, PNP, QSW** lines and has an overpayment because they paid for a person that they say is non-accompanying, please bring to team leader and the team leader will determine if it's an overpayment or if they will change the application to show the person is now accompanying.

6) If there is an application and you **cannot determine** what the applicant is paying for, please bring to team leader for their determination.

7) There will be some applications paid with a certified cheque, that no-matter what line it will have to be an overpayment done. Example: PNP nomination letter is going to expire or the CSQ is about to expire. (Completeness checkers are responsible for putting a "note to file" on the file to make the coster and data enter aware that there is an overpayment on the file, note in GCMS will be entered by the person completing the overpayment.)

NAME POLICY / PROCEDURES

Operational Bulletin 051 – Revised October 30, 2008

Policy on Single Names

Guidance and formal instructions for creating records in Computer Assisted Immigration Processing System (CAIPS) and Field Operations Support System (FOSS) for individuals who provide a single name as their complete name or declare not to have a surname.

Background

The *Immigration and Refugee Protection Act* (IRPA) does not include provisions for the creation of an identity. This is of particular importance as CIC-issued documents are used by other Government of Canada departments and agencies to form their own decisions on services and program delivery. Ensuring accuracy and consistency to identity-related procedures will enhance security and safety, strengthen program integrity and improve client service.

To enhance consistency in establishing a person's identity in accordance with International Civil Aviation Organization (ICAO) guidelines, the *surname* field should always be considered as the primary identifier for an individual. In most cases, a single name will appear in the *surname* field of the passport. However, there may be cases where a single name is recorded as the given name in a passport or other documentation used to establish identity. In such cases, that single name should be recorded in the *surname* field in FOSS or CAIPS. Note that FOSS and CAIPS do not make it mandatory to complete the *given name* field; in other words, leave the *given name* field blank in the case of single names.

Procedures

1. When creating a new client record in FOSS or a new application in CAIPS, the officer should do the following:
2. Treat a single name printed on the client's valid passport or other documentation as the surname. Leave the *given name* field blank.
3. Where a single name consists of more than one part (e.g., Jean-Paul), the entire name should be recorded in the *surname* field.
4. Some passports have only one name field, where the full name of the holder (i.e., given name(s) and surname) is recorded. **In such cases, the Machine Readable Zone (MRZ) should be consulted to determine how the full name breaks down into given name(s) and surname. In the absence of an MRZ, the officer should refer to the application form for clarification.** This procedure does not however authorize officers to use whatever name is indicated on the application, unless the name is also found in the passport.

Important note:

- Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields.
- Do NOT repeat the single name in both the *given name* and *surname* fields. FOSS and CAIPS allow for the *given name* field to remain blank.

Purpose of Policy

The name policy is meant as a guideline to determine the:

Name to appear in CAIPS

Policy:

• FSW will:

• Respond to established identities, not create new ones

Rules:

• The following table (taken from our Manual) provides the rules associated with the Name Policy:

Surname through Middle Name

Enter the complete names of all persons exactly as they appear on the application form or passport. In cases where we receive the Bio-data page of the passport: if the passport and the IMM0008 Generic names do not match, the name should be entered exactly as indicated on the passport. If passport copies have not been provided, enter the names as stated on the IMM8.

In cases where the applicant has only one name, or does not indicate a surname: the surname field cannot be left blank. *At least one name must be recorded in the surname field. You can leave the first name, middle name and other name field blank. Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields. Do NOT repeat the single name in both the first name and the surname fields.*

- *Hyphens are only acceptable in surnames. DO NOT use hyphens in Chinese, Arabic or Korean given names.*
- *Given names, first and middle names, should be entered on separate lines without punctuation. There is no space on the application form for a middle name. If the PA has indicated 2 or more names in the Given name(s) space, enter the first one in the FIRST NAME field; enter the second given name in the MIDDLE NAME field; and any additional/subsequent given names in the OTHER NAME field. Enter the code for Other Given Name from the CAIPS Coding Aid.*
- *If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the code of 4 in the NAME FLAG field.*
- *The maiden name of female applicants, when provided, should be entered on the fourth line (OTHER) and enter the code of 1 in the NAME FLAG field.*
- *It is common for the middle component of an Arab's name to be "ben" which means "son of". Ben should not be used as a name in CAIPS.*
- *Enter initials as it appears in the passport.*

- *If you receive a copy of the passport, the BIO-Data from this overrides any information provided by the applicant in the IMM8. Any such contradictions should be entered in CAIPS Notes.*

Other Name

The OTHER NAME field is used for the alternate spelling of surnames, nicknames, or a married woman's maiden name or her husband's surname, depending on what is entered in her SURNAME field.

If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the correct code in the NAME FLAG field.

Flg

CAIPS assumes that information entered into the OTHER NAME field is to appear on the CPR. Therefore, after you enter something into the OTHER NAME field, the cursor will stop at the Flg (Name Flag) field. You must enter a code. See the CAIPS Coding Aid for valid entries.

GNAME 1 / GNAME 2

Leave these fields blank.

Printed in alphabetic characters the name to appear will normally be the

same as on the Passport.

Titles, Prefixes, Degrees, and Decorations:

Policy:

Titles, prefixes, degrees, decorations, and other suffixes (including decorations awarded by the

Canadian government) are not to be entered in CAIPS.

Example Titles and Prefixes:

Will not print:

Mr. The Hon.

Mrs. The Rt. Hon.

Miss Professor

Ms. Elective titles

Judge Military ranks

Dr.

Example Degrees and Decorations:

Will not print:

B.A. DFC M.P.

M.A. OMM M.L.A.

Ph.D. CD Etc.

Etc. Etc.

Jr., Sr., II

Procedure:

If the applicant's name on the Passport shows Jr. Sr. or II in the surname area it will be entered in CAIPS.

If the Passport does not include Jr. Sr. or II It will not be entered in CAIPS.

IF no passport is provided name will be entered exactly as on application.

One name only

Policy:

When an applicant has only one name, it is considered to be the surname and it is entered as such.

A binder is being created to deal with situations when the passport does not clearly indicate what the name should be, when you are not sure please consult with your team leader on how to proceed.

NOTES:

- **Philippines, Germany and France Passports do not show the Middle Name in the MRZ. However, it is listed on the bio data page. Middle name is to be entered in GCMS.**
- Apostrophes and hyphens can be used in the SURNAME field. The MRZ does not show punctuation. Therefore if a Surname shows an apostrophe in the bio data portion of the passport and does not show it in the MRZ it will be entered in CAIPS.
    - IE) Bio Data shows SURNAME:O'KEEFE
    - MRZ shows O<KEEFE<<
    - SURNAME will be entered in CAIPS AS O'KEEFE.

- Apostrophes and hyphens in a GIVEN NAME are to be treated as a space as this is how they are treated on the MRZ line.
- Passports issued by The Palestinian Authority show in the Bio data Portion:

JOHN A.B. DOE FULL NAME

MOMMY MOTHERS NAME

The MRZ on these passports show as:

P<PS<JOHN<A<B<DOE<<MOMMY<<<<<<<<<

Client has requested: SURNAME: DOE GIVEN NAME: JOHN A.B.

Name will be entered in CAIPS AS:

SURNAME: DOE

FIRST NAME: JOHN

MIDDLE NAME: A

OTHER NAME: B (flag # would be 4 for other given name).

*We will not input the Mothers name as the client's given name.

CEC Return Letter/Appendices

CITIZENSHIP AND IMMIGRATION
CENTRALIZED INTAKE OFFICE (CIO)
SYDNEY, NOVA SCOTIA

20 March 2013

Dear Sir/Madam:

The following refers to your Application for Permanent Residence in Canada under the Canadian Experience Class (CEC) Program.

A review of your application indicates you do not meet the requirement of the instructions with respect to the completion of your application or, the requirements of Regulation (R) 10 of the Immigration and Refugee Protection Act (IRPA) because:

- ❑ It is not accompanied by the original results of the English IELTS, CELPIP **or** the TEF French language proficiency assessment.
  Note: IELTS has two options for the reading and writing tests: "General Training" and "Academic". You must take the "General Training" option. TEF results must include the following components: comprehension écrite, comprehension orale, expression écrite and expression orale. Only test results from these testing agencies designated by CIC will be accepted. Language results must not be older than two years upon the date received at CIO.

- ❑ It is not accompanied by an acceptable English or French Language proficiency assessment for the following reasons:

  - ☐ Language test results must not be older than two years upon the date received at CIO.

  - ☐ **Original** language test results must be submitted.

  - ☐ IELTS has two options for the reading and writing tests: "General Training" and "Academic". You must take the "General Training" option.

  - ☐ TEF results must include the following components: comprehension écrite, comprehension orale, expression écrite and expression orale.

- ❑ Please see the highlighted items on the enclosed checklist or the enclosed Appendix.

Regulation (12) of IRPA states:

> *"If the requirements of sections 10 and 11 are not met, the application and all documents submitted in support of the application shall be returned to the applicant."*

As your application does not meet the requirements of Regulation (10) of IRPA, it is incomplete. It is being returned to you for this reason. Your application fee was not processed and is also being returned to you. Your application has not been received, and no record has been retained.

If you submit an application, please pay particular attention all the forms, information, documents, evidence, signatures, proof of language proficiency, and fees required. Applications missing any of these items are incomplete and will not be received. They will be returned to you.

In addition, please note that applications will be assessed according to the instructions in place at the time they are received.

Thank you for your interest in Canada.

Citizenship and Immigration
Centralized Intake Office
Sydney, Nova Scotia

Appendix A

NOTE: Payments must be made payable to the " Receiver General For Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT, HPM or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express).

___ The **incorrect fee** was received with your application. Please see below for required amount.

___ **No fee** was received with your application. Please see below for required amount.

___ The information provided on Form 5620 is incomplete. Please complete highlighted sections.

___ The credit card provided has now expired. Please provide an updated credit card or another form of acceptable payment.

___ The payment submitted with your application is not acceptable. You must submit one of the forms of payment identified above, directly to our office with your application.

___ The payment submitted with your application is not acceptable. You have included a receipt for fees paid directly to a financial institution. This method of payment is not valid for applications submitted to the Centralized Intake Office in Sydney, Nova Scotia after December 1, 2008. You must submit one of the forms of payment identified above, directly to our office with your application. To receive a refund for fees paid please contact the Visa Office where your fee payment was directed.

___ We do not accept personal cheques unless they are certified by a bank.

___ Your payment is stale-dated. It must have been issued within six months of your application.

___ The cheque/money order/draft/credit card_____

___ You have included a receipt for fees paid to a bank in Canada. Unfortunately, this method of payment is not valid for applications. You must submit one of the following forms of payment: certified cheque, bank draft, international money order, or credit card. To receive a refund for fees paid to a bank in Canada, please contact the HPM Production office by fax or mail:

HPM Production
Jean Edmonds Tower, North
300 Slater St., 4th Floor
Ottawa, ON K1A 1L1 Canada
fax: (613) 952-6399

The fee required to process your application is:

Processing Fee: $_____CAD

OR

Processing Fee plus
Right of Permanent Residence Fee* $_____CAD

PERMANENT RESIDENT FEES	Number of Persons	Fee	Total
PRINCIPAL APPLICANT	x 1	550.00	
SPOUSE OR COMMON LAW PARTNER AND EACH DEPENDANT CHILD OF 22 YEARS OF AGE AND OLDER	x ____	550.00	
EACH DEPENDANT CHILD OF LESS THAN 22 YEARS OF AGE	x ____	150.00	
RIGHT OF PERMANENT RESIDENCE FEE* (TO BE PAID BY PRINCIPAL APPICANT, SPOUSE OR COMMON LAW PARTNER)	x ____	490.00	

*The **Right of Permanent Residence Fee** (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can ***either*** be paid at the time the application is submitted ***or*** at any time prior to the issuance of the visa. It is recommended that you wait until the visa office requests the RPRF payment.

Appendix C

- ☐ You did not complete essential fields in the application form (IMM0008). Please complete the highlighted sections in the form.

- ☐ The Centralized Intake Office (CIO)-Sydney **only** accepts the following **categories** of applications under the Economic Class **Program** –Federal Skilled Worker, Provincial Nominee, Quebec Skilled Worker and Canadian Experience Class. If you have not already done so, clearly indicate under section one and two of the application the appropriate **program and category.** Applications that do not fall under the mentioned sections will be returned.

- ☐ You did not sign and/or date the Generic Application Form for Canada (IMM 0008)

- ☐ You did not complete essential fields in the Use of a Representative form (IMM5476). Please complete the highlighted sections in the form.

- ☐ You have checked the USE OF A REPRESENTATIVE on your document checklist. Please provide the necessary form and information for further processing of your application. (form: IMM 5476)

- ☐ You have listed someone on your application that does not seem to fall under the category of dependent. A dependent is someone who is the spouse or common-law partner of the principal applicant, a dependent child (biological or adopted) of the principal applicant or spouse or common-law partner, or is a dependent child of a dependent child. A child 22 years of age or older **may** or **may not** be considered a dependent. For more information visit www.cic.gc.ca

- ☐ You have provided CIC with two applications for permanent residence in Canada for both the principal applicant and spouse. Please indicate which applicant will be considered the principal applicant. Please note that the Generic application form for Canada is required for **ONLY** the principal applicant.

- ☐ The application for which you completed is no longer acceptable. In order to continue processing your application we require the following applications to be completed: **Application for Permanent Residence in Canada** [IMM 0008]; **Schedule A: Background Declaration Schedule** [IMM 5669 Schedule A]; **Schedule 8 Economic Classes** [IMM 0008 Schedule 8]. These applications can be found at: http://www.cic.gc.ca/english/information/applications/cec.asp

- ☐ You must submit the following form with your application:
  - ☐- Schedule A: Background Declaration/Schedule [IMM 5669 Schedule A] for all persons on the file (accompanying or not) over the age of 18
  - ☐- Schedule 8: Economic Classes [IMM 0008 Schedule 8]
  - ☐- Supplementary Information- Your Travels [IMM5562]
  - ☐- Additional Dependants/Declaration form [IMM 0008DEP]
  - ☐- Additional Family Information [IMM 5406]

- ☐ Please include the appropriate four digit National Occupations Classification (NOC) codes for each of your specified work experiences. For more information on NOC codes visit: http://www5.hrsdc.gc.ca/NOC/

- ☐ The Generic Application form (IMM 0008) must include all necessary information for; the principal applicant; the spouse, the common-law partner and; each child **whether they are accompanying or not.**
  Kindly complete the Generic Application form and include information for _____
  _____.

Inserts

Insert to Be Used When Client Supplies Passport as Proof of Birth for India

Please note, we do not accept passports as proof of birth, therefore we are unable to accept details from passport. We do accept secondary school records that contain the following:

1) Applicant's name
2) Date of birth
3) Name of parent/parents

If you are not able to provide a birth certificate with all 3 criteria, we require an affidavit stating all of this information or that a birth certificate cannot be attained.

Insert for when Client does not provide A Birth Cert or Secondary School Records for India

If you are unable to provide a birth certificate or secondary school records that indicate your date of birth and parentage, please provide an affidavit that has the following information:

1) Name of client
2) Date of birth of client
3) Parents names (mother, father or both is acceptable)

Insert for When Client Provides Secondary School Records that do not Contain All Necessary Information for India

Please note: the birth certificate (secondary, matriculation or school leaving forms) provided as the clients birth certificate requires all of the following information on one form:

1. Name of client
2. Date of birth for the client
3. Parent's name (either mother, father or both is acceptable)

These inserts are on the G-Drive. You only copy and paste the insert you need (minus the title) onto a blank word document to print.

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- Appendix-Insert-India Birth Docs

Who is a Dependant?

FAMILY MEMBERS INCLUDE A SPOUSE, A COMMON-LAW PARTNER, DEPENDENT CHILDREN, AND DEPENDENT CHILD OF A DEPENDENT CHILD:

TERM	DEFINITION
SPOUSE	REFERS TO EITHER OF THE TWO PERSONS (OPPOSITE OR THE SAME SEX) IN A LEGALLY-RECOGNIZED MARRIAGE.
A COMMON-LAW PARTNER	REFERS TO A PERSON WHO IS LIVING IN A CONJUGAL RELATIONSHIP WITH ANOTHER PERSON (OPPOSITE OR SAME SEX), AND HAS DONE SO CONTINUOUSLY FOR A PERIOD OF AT LEAST ONE YEAR. A CONJUGAL RELATIONSHIP EXISTS WHEN THERE IS A SIGNIFICANT DEGREE OF COMMITMENT BETWEEN TWO PEOPLE. COMMON-LAW PARTNERS MUST ATTACH ANY DOCUMENTS THAT SHOW THEY ARE IN A COMMITTED AND GENUINE RELATIONSHIP, FOR EXAMPLE EVIDENCE THAT THEY SHARE THE SAME HOME, THAT THEY SUPPORT EACH OTHER FINANCIALLY AND EMOTIONALLY, THAT THEY HAVE HAD CHILDREN TOGETHER, OR THAT THEY PRESENT THEMSELVES IN PUBLIC AS A COUPLE. COMMON-LAW PARTNERS WHO ARE UNABLE TO LIVE TOGETHER OR APPEAR IN PUBLIC TOGETHER BECAUSE OF LEGAL OR CULTURAL RESTRICTIONS IN THEIR HOME COUNTRY MAY STILL QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION. COMMON-LAW PARTNERS THAT MEET THE CONDITIONS OUTLINED ABOVE BUT WHO HAVE BEEN SEPARATED FOR REASONS BEYOND THEIR CONTROL (FOR EXAMPLE, CIVIL WAR OR ARMED CONFLICT) MAY QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION.
DEPENDENT CHILDREN	REFERS TO THE CHILDREN OF THE PRINCIPAL APPLICANT OR OF THE PRINCIPAL APPLICANT'S SPOUSE OR COMMON-LAW PARTNER. THEY MUST: • BE UNDER THE AGE OF 22 AND NOT HAVE A SPOUSE OR COMMON-LAW PARTNER; OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT AND HAVE BEEN CONTINUOUSLY ENROLLED AND IN ATTENDANCE AS FULL-TIME STUDENTS IN A POST-SECONDARY INSTITUTION ACCREDITED BY THE RELEVANT GOVERNMENT AUTHORITY SINCE BEFORE THE AGE OF 22 (OR SINCE MARRYING OR ENTERING INTO A COMMON-LAW RELATIONSHIP, IF THIS HAPPENED BEFORE THE AGE OF 22); OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT SINCE BEFORE THE AGE OF 22 AND BE UNABLE TO PROVIDE FOR THEMSELVES DUE TO A MEDICAL CONDITION.
DEPENDENT CHILD OF A DEPENDENT CHILD	• REFERS TO CHILDREN OF DEPENDENT CHILDREN OF THE PRINCIPAL APPLICANT OR THOSE OF HIS OR HER SPOUSE OR COMMON-LAW PARTNER.

Merge Template

If you search a client and GCMS gives you two client ID's you will have to send an email to QRC.

The email is sent to QRC-MERGES@cic.gc.ca

Subject line should read: FOSS MERGE REQUEST PR.

MERGE REQUEST TEMPLATE TO BE PASTED INTO AN E-MAIL

HELLO: PLEASE COMPLETE THE FOLLOWING MERGE:

LAST NAME, FIRST NAME –

DATE OF BIRTH –

COUNTRY OF BIRTH –

DUPLICATE FOSS ID NUMBERS (NO HYPHENS/NO SCREENSHOTS) -

PREFERRED ID-

REASON FOR THIS ID -

Thank you,

This Template is located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- Z-Merge Request Template

Undisclosed Rep Procedures

An **undisclosed rep** is a representative who does not want you to know that they have helped the principal applicant out with their application forms. Undisclosed reps usually try to hide they had any involvement with the application because we are legally not allowed to conduct business with them.

1. Open file (organize)

2. Check for rep form (IMM5476 or IMM5474)

3. Check **mailing address**; you are basically looking for a mailing address that doesn't make sense for a client to use unless they have a paid rep on file; (look for something in mailing address to indicate that client may have an undisclosed rep; such as; **"c/o"** , **"advocate"**, **"suite #"**, etc. *Note; keep in mind that clients are allowed to use other mailing address such as family or friends, if you come across a "c/o Danielle Smith, it is useful to have a quick look at the additional family information page to see if Danielle Smith is in fact a member of the PA's family.*

4. Check **email address** (look for something in email address to indicate that client may have an undisclosed rep on file; such as the name in email not matching the principal applicant on file. For example principal applicant name on file is- Patel, Kaur, however email address is; mark@immigrationspecialist.com. It is also important to pay attention to "tell" words in email such as "immigration", "law", "advocate", etc.

5. You may have an idea whether or not you **suspect** an undisclosed rep. If you do suspect an undisclosed rep, it may be useful to have a quick look on the client's **original mailing envelope** to see if more info concerning mailing address is present.

6. If you suspect an undisclosed rep, you can go onto the **G-Drive** under **CIO mailroom**, go to **suspected reps** and try to verify your suspected rep. Whether or not you can verify your suspected rep you should complete the next step to follow as well.

7. Go onto Google website, type in the mailing address from application. See if anything concerning your address pops up in regards to immigration. For example; you type in;

   C/O Dawn Rose, 151 Red Street, Suite 121, BC, Canada, Google will provide pages related to your search...look at the pages Google brings up and see if you can match up the mailing address on application, email address on application and possibly phone number on application. If you can link the mailing address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

8. If you have done a Google search for mailing address on application but cannot find a match/link, you can **Google the email address** provided on application. If you don't get a match via email you can move around the email address a bit, for example; mark@immigrationspecialist.com entered on Google; no match/link,

You could try to Google; markimmigrationspecialist; no match/link,
You could try; immigrationspecialist.com and so on until you've exhausted your possibilities searching email. If you can link the email address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

9. After performing your Google search on mailing/email address you only have two options;
   1. You have not found a match/link between mailing address/email address/phone # on Google; in this case you must let application go through as normal. You must let your suspicions go and process as normal.

   2. You have found a match/link between the mailing address/email address on application and Google search websites; you know that there is an undisclosed rep on file. By this point, you should already have Google web page printed out and attached to file. You must finish completeness checking application as per regular procedures. If the file would have been a **return**, attach any relevant appendix to application and give file to team leader, making sure that undisclosed rep info is on the top and appendix directly follows. If the file is **complete,** make sure that undisclosed rep info is on the top of the file and give file to team leader.

Procedures for Returning Original Docs

1. When you receive an original "old" document, we will now be making a copy of that document and placing the copy on file and returning the original with the attached letter. These originals would consist of original passports, original marriage certificates that are yellowed, ragged and wrinkled, original credit cards, original sin cards, etc. (documents that look irreplaceable) these do not include identity documents from India or any other regular identity document unless again they look irreplaceable. These documents should be easy to spot as they are very old looking. If you are unsure if a document should be returned, please do not hesitate to contact one of the team leaders.

   This letter can be located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- z-Ltr-ENG- return original docs

2. Please note if your file is complete you will have to enter a note in GCMS stating that you returned an original document on a complete file; (please see " useful notes" below for an example of what note your note should say.

Note for files that are complete but have had an original doc returned to them;

Please note; PA provided original documents. Documents included were birth cert (for spouse and PA), marriage registration cert... All of these original docs have been sent back to mailing address on file as of INSERT DATE. A photocopy of each of these documents remains on complete application.

You will need to make appropriate changes to note to list what original documents were received and you returned back to client.

You will only be returning original documents that appear to be old and irreplaceable (usually yellowed, ripped, etc...), original passports, driver's license, ID cards, etc... All other original documents will follow the procedures on page 2 of this manual.

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Applications and Required Documents

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

CIC SYDNEY

FEB 06 2013

CIO MAILROOM

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PAGE 1 of 5

610 or from
NO REP
PA 550

GENERIC APPLICATION FORM FOR CANADA

APPLICATION DETAILS

1 Program under which you are applying: Economic	2 Category under which you are applying: Canadian Experience Class		Office use only: validated Yes
3 How many family members, including you, are in this application (see instructions guide)? 1	4 Immigration Office concerned for processing this application: Sidney, Nova Scotia CPC		
5 Language preference for: a) Correspondence: English	b) Interview: English	c) Interpreter requested: No	6 Where do you intend to live in Canada? a) Province/Territory: ON
6 b) City/Town: Toronto			
7 a) Have you received your Certificat de Sélection du Québec (CSQ)? ☐ No ☐ Yes	b) If yes, please indicate the number	c) If no, when did you apply for your CSQ? ▶ YYYY MM DD	

PERSONAL DETAILS

1 Full Name — Family name(s) (exactly as shown on your passport or travel document)		Given name(s) (exactly as shown on your passport or travel document)			
2 Have you ever used any other name (e.g. Nickname, maiden name, alias, etc.)? ☑ No ☐ Yes — Family name(s)		Given name(s)			
3 UCI	4 Sex: Female	5 Height ▶ cm OR ft. in.		6 Eye colour	
7 Date of Birth: YYYY MM DD	8 Place of Birth: City/Town	Country: Brazil			
9 Citizenship(s): 1) ▶ Brazil	2) ▶				
10 Current country of residence: Country: Canada	Status: Worker	Other	From: YYYY MM DD	To: YYYY MM DD	
11 Date and place of your last entry to Canada ▶ YYYY MM DD	Date	Place			
12 Previous countries of residence: During the past five years have you lived in any country other than your country of citizenship or your current country of residence (indicated above) for more than six months? ☑ No ☐ Yes					
Country	Status	Other	From	To	
			YYYY MM DD	YYYY MM DD	
			YYYY MM DD	YYYY MM DD	

IMM 0008 (12 2012) E

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants.
(DISPONIBLE EN FRANÇAIS - IMM 0008 F)

Canada

1139194663

Applicant Name

13 a) Your current marital status: Single

b) (If you are married or in a common-law relationship) Provide the date on which you were married or entered into the common-law relationship ▶ Date: YYYY-MM-DD

c) Provide the name of your current spouse/common-law partner

Family name(s)	Given name(s)

14 **Have you previously been married or in a common-law relationship?** ☑ No ☐ Yes

Provide the following details for your previous spouse/common-law partner:

Family name(s)	Given name(s)		
Type of relationship		**From** YYYY-MM-DD	**To** YYYY-MM-DD

CONTACT INFORMATION

1 **Current mailing address**

- All correspondence will go to this address unless you indicate your e-mail address below.
- Indicating an e-mail address will authorize all correspondence, including file and personal information, to be sent to the e-mail address you specify.
- If you wish to authorize the release of information from your application to a representative, indicate their e-mail and mailing address(es) in this section and on the IMM5476 form.

P.O. box	Apt./Unit	Street no.	Street name

City/Town	Country	Province/State	Postal code	District
TORONTO	Canada	ON		

2 **Residential address** Same as mailing address? ☐ No ☑ Yes

Apt./Unit	Street no.	Street name	City/Town

Country	Province/State	Postal code	District

3 **Telephone no.** ☑ Canada/US ☐ Other

Type	Country Code	No.	Ext.

4 **Alternate Telephone no.** ☑ Canada/US ☐ Other

Type	Country Code	No.	Ext.

5 **Fax no.**
☑ Canada/US
☐ Other

Country Code	No.	Ext.

6 **E-mail address**

PASSPORT

1 Do you have a valid passport/travel document? ☐ No ☑ Yes

2 Passport/Travel document number (exactly as shown on your document)	3 Country of issue	4 Issue date	5 Expiry date
[redacted]	Brazil	YYYY-MM-DD	YYYY-MM-DD

NATIONAL IDENTITY DOCUMENT

1 Do you have a national identity document? ☐ No ☑ Yes

2 Document number	3 Country of issue	4 Issue date	5 Expiry date
	Brazil	YYYY-MM-DD	YYYY-MM-DD

Applicant Name

Date of birth

EDUCATIC :CUPATION DETAIL

1 Highest level of education	2 Number of years of education in total

3 Current occupation	4 Intended occupation

LANGUAGE DETAIL

1 a) Native language	b) If your native language is not English or French, which one do you use most frequently?	2 Are you able to communicate in English and/or French?
Portuguese, Brazil	English	English

IMM 0008 (T) 2012-12E

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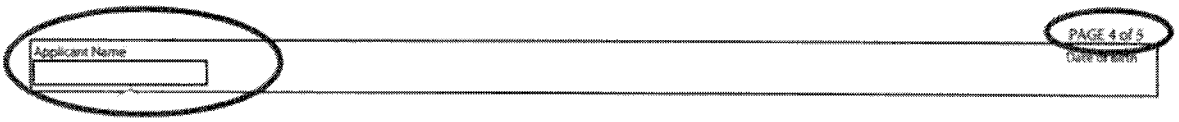
Applicant Name
PAGE 4 of 5

Applicant Name

Date of Birth

CONSENT AND DECLARATION OF APPLICANT

Consent to release information to intended province/territory of destination

I, (first name, last name) _____ on behalf of myself and all dependants included in this application, authorize Citizenship and Immigration Canada to share the information collected in this application as well as supporting documentation with Provincial and Territorial authorities with responsibility for immigration for the purposes of the *Immigration and Refugee Protection Act*.

I agree that the information contained in this application related to my intended occupation, education and work experience may be shared with prospective employers in order to assist them in hiring workers.

☐ No ☑ Yes

Consent to release information for Evaluation purposes

This declaration covers the information I have provided on this form and all the information submitted in my application as well as in the attached schedules and accompanying documents.

I understand that any false statements or concealment of a material fact may result in my exclusion from Canada and may be grounds for my prosecution or removal.

I also understand that should I be found to be inadmissible for misrepresentation under section 127 of the *Immigration and Refugee Protection Act*, I may be barred from entering Canada for a period of two years following a final determination of my inadmissibility or, if this determination is made in Canada following my removal from Canada.

I understand that if I wish to work in a regulated occupation, it is my responsibility to obtain information on the licensing requirements from the appropriate regulatory body in Canada and that should I be issued a visa for Canada, I am not guaranteed employment in Canada in my occupation or in any other occupation.

I understand that should I be issued a visa for Canada, conditions may be imposed on me at the time of its issuance and that I will be required to meet them.

I understand all the foregoing statements, having asked for and obtained an explanation on every point that was not clear to me.

I realize that once this document has been completed and signed, it will form part of my immigration record and will be used to verify my family details on future applications.

I will immediately inform the visa office where I submitted my application if any of the information or the answers provided in my application forms change.

Declaration of applicant

I declare that the information given herein is valid, complete and correct.

_____ _____

Signature of Applicant or Parent/Legal Guardian for a person less than 18 years of age. Date: YYYY-MM-DD

IMPORTANT NOTE:
This application must be signed and dated before it is submitted.
Do not forget to include: photos, fees (if applicable), and any other documents required by the visa office. Review application guide and list for more information and verify you have completed all of the required documents as per the document checklist.

The information you provide on this form is collected under the authority of the Immigration and Refugee Protection Act to determine if you may be admitted to Canada. It will be stored in Personal Information Banks (PPU 042 entitled Immigrant Case File and PPU 009 entitled Refugee Claim in Canada Case File and PPU 053 entitled Permanent Resident Data System) CIC. The information may be shared with other Canadian government institutions such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS), and foreign governments in accordance with subsection 8(2) of the Privacy Act. Information may also be disclosed to foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation where such sharing of information may not put the individual and or his/her family at risk. Information may also be systematically validated by other Canadian government institutions under the terms of an agreement or arrangement for the purposes of validating status and identity to administer their programs. In accordance with the Privacy Act and the Access to Information Act, individuals have a right to access, correction and protection of their personal information. Details on these matters are available at the Info Source website (http://infosource.gc.ca) and through the Citizenship and Immigration Canada Call Centre.

IMM 0008 (12-2012) E

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Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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SCHEDULE A

BACKGROUND / DECLARATION

The principal applicant, his or her spouse or common-law partner, if applicable, and all dependent children aged 18 years or older listed in the application for permanent residence must complete their own copy of this form.

If there is not enough space to provide all the necessary information, attach to this form a separate sheet of paper with further details. Print your name at the top of each additional sheet and indicate the form's title and the number of the question you are answering.

Before you start completing this form, make enough photocopies for your needs. You can also print all or part of this form from our Web site at www.cic.gc.ca.

BEFORE YOU START, READ THE INSTRUCTION GUIDE
TYPE or PRINT in black ink

☑ The principal applicant ☐ The spouse, common-law partner ☐ A dependent child aged 18 years or older of the principal applicant

1. **Your full name**
   Family name
   Given name(s)

2. **Your full name written in your native language or script** (e.g., Arabic, Cyrillic, Chinese, Korean, Japanese characters or Chinese commercial/telegraphic code)

3. **Your date of birth**

4. **Personal details of your father**
   Family name
   Given name(s)
   Date of birth
   Town/City of birth
   Country of birth
   Date of death, if deceased — Year "NA" Month "NA" Day "NA"

5. **Personal details of your mother**
   Family name at birth
   Given name(s)
   Date of birth
   Town/City of birth
   Country of birth
   Date of death, if deceased — Year "NA" Month "NA" Day "NA"

6. **Have you, or, if you are the principal applicant, any of your family members listed in your application for permanent residence in Canada, ever:**

	YES	NO
a) been convicted of a crime or offence in Canada for which a pardon has not been granted under the *Criminal Records Act of Canada*?	☐	☑
b) been convicted of, or are you currently charged with, on trial for, or party to a crime or offence, or subject of any criminal proceedings in any other country?	☐	☑
c) made previous claims for refugee protection in Canada or at a Canadian visa office abroad, in any other country or countries, or with the United Nations High Commissioner for Refugees (UNHCR)?	☐	☑
d) been refused refugee status, an immigrant or permanent resident visa (including a *Certificat de sélection du Québec* (CSQ) or application to the *Provincial Nominee Program*) or visitor or temporary resident visa, to Canada or any other country?	☐	☑
e) been refused admission to, or ordered to leave, Canada or any other country?	☐	☑
f) been involved in an act of genocide, a war crime or in the commission of a crime against humanity?	☐	☑
g) used, planned or advocated the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
h) been associated with a group that used, uses, advocated or advocates the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
i) been member of an organization that is or was engaged in an activity that is part of a pattern of criminal activity?	☐	☑
j) been detained, incarcerated or put in jail?	☐	☑
k) had any serious disease or physical or mental disorder?	☐	☑

If your answer to any of these questions is YES, provide details below.

"NA"

7. Education

Give the number of years of school you successfully completed for each of the following levels of education.

[ ] Elementary/ primary school | [ ] Secondary/ high school | [ ] University/ college | ["NA"] Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. Personal history

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. Membership or association with organizations

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country
"NA"		"NA"		" NA "	" NA "	" NA "	" NA "

10. Government positions

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held
"NA"		"NA"		" NA "	" NA "	" NA "

IMM 5669 (07-2011) E

PAGE 2 OF 4

7. Education

Give the number of years of school you successfully completed for each of the following levels of education.

Elementary/ primary school	Secondary/ high school	University/ college	Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. Personal history

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. Membership or association with organizations

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country

10. Government positions

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/branch	Activities and/or positions held

IMM 5444 (07-2011) E

11. Military service

Provide below details of military service for each of the countries in whose armed forces you served.
Write "NONE" in the box if you have not undertaken military service.

Name of country "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

Name of country "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

12. Addresses

List all addresses where you have lived since your 18th birthday. Do not use P.O. box addresses.

From Y	From M	To Y	To M	Street and number	City or town	Province, State or District	Country

IMM 5669 (07-2011) E

Authority to disclose personal information

By submitting this form, you consent to the release to Canadian government authorities of all records and information any government authority, including police, judicial and state authorities in all countries in which you have lived may possess on your behalf concerning any investigations, arrests, charges, trials, convictions and sentences. This information will be used to assist in evaluating your suitability for admission to Canada or remaining in Canada pursuant to Canadian legislation.

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

Signature _____ Date _____

DO NOT COMPLETE THE FOLLOWING SECTION NOW. YOU MAY BE ASKED TO SIGN IN THE PRESENCE OF A REPRESENTATIVE OF THE CANADIAN GOVERNMENT OR AN OFFICIAL APPOINTED BY THE CANADIAN GOVERNMENT.

Solemn declaration

I, _____, do solemnly declare that the information I have given in the foregoing application is truthful, complete and correct, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath.

Signature of applicant _____

Interpreter declaration

I, _____, do solemnly declare that I have faithfully and accurately interpreted in the _____ language the content of this application and any related forms to the person concerned.

I have been informed by the person concerned, and I do verily believe, that he or she completely understands the nature and effect of these forms, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as is made under oath.

Signature of interpreter _____

Declared before me at _____ this _____ day of _____ of the year _____

Canadian Government official — Name ▶ _____ (Please print or type) Signature ▶ _____

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence. It will be stored in Personal Information Banks (PPU 039 entitled Overseas Immigration Case File and PPU 042 entitled Immigrant Case File). It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the provisions of the *Privacy Act* and the *Access to Information Act*, individuals have the right to protection of and access to their personal information. Details on these matters are available at the Infosource website (http://infosource.gc.ca) and are also available at public libraries across Canada.

IMM 5669 (07-2011) E

You will need a Schedule A for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PAGE 1 OF 2

PROTECTED WHEN COMPLETED - B

IMM 5562 (05-2004) English

SUPPLEMENTARY INFORMATION
Your travels

The principal applicant must complete this form.

If there is not enough space to provide all the necessary information, use an extra sheet of paper. Print your name and the form's title on the additional sheet.

FOR OFFICE USE ONLY

1 - Your full name

Family name

Given name(s)

2 - List all trips you, and if applicable, your family members have taken outside your country of origin or of residence in the last ten years (or since your 18th birthday if this was less than ten years ago). Include all trips: tourism, business, training, etc. If you or your family member did not travel outside of your country during this period, check "did not travel".
For example:

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
04-2004	04-2004	6 days	Madrid, Spain	Business

a) You ☑ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

b) Your spouse or common-law partner ☐ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

c) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

d) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

e) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence according to the requirements of the Act. It will be retained in Personal Information Bank CIC PPU 639 entitled Overseas Immigration Case File identified in **Infosource**. It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5562 (05-2004) E

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

PAGE 1 OF 2

CHEDULE 8
ECONOMIC CLASSES - CANADIAN EXPERIENCE CLASS

The principal applicant must complete this form.

Before you start completing this form, make enough photocopies for your needs. You can also print all or part of this form from our Web site at www.cic.gc.ca.

If there is not enough space to provide all the necessary information, attach to this form a separate sheet of paper with further details. Print your name at the top of each additional sheet and indicate the form's title and the number of the question you are answering.

---

1. Your full name

Family Name

Given Name(s)

2. **Your date of birth**

3. **Work in Canada**

Have you previously worked in Canada on a full-time (or equivalent) basis?

☐ No ☒ Yes ▶ Check one box to indicate the period of time:

☐ less than one year ☒ 1 year or more ☐ 2 years or more

4. **Language**

Which will be your first official language in Canada?

☒ English ☐ French

Have you taken a test from a designated testing agency to assess your proficiency in English or French?

☒ Yes ▶ Provide a copy of the test results from the designated agency for speaking, listening, reading and writing.

☐ No

Note: For your application to be eligible for processing, you **must** include the results of your official language proficiency test. Your language test results must not be more than two years old at the time you apply.

5. Your Work Experience in Canada

Start with your current occupation, list your occupations within the 3 years preceding the date of your application. For each occupation, identify the dates of employment, your occupation, the appropriate National Occupational Classification (NOC) code, the name of your employer, a description of your main duties and your weekly hours.

From Y M D	To Y M D	Occupation	NOC	Employer	Main duties	Weekly Hours
			3111			35
			3111			35

Were you a full-time student during any of the above listed periods?

☒ No ☐ Yes ▶ Give details:

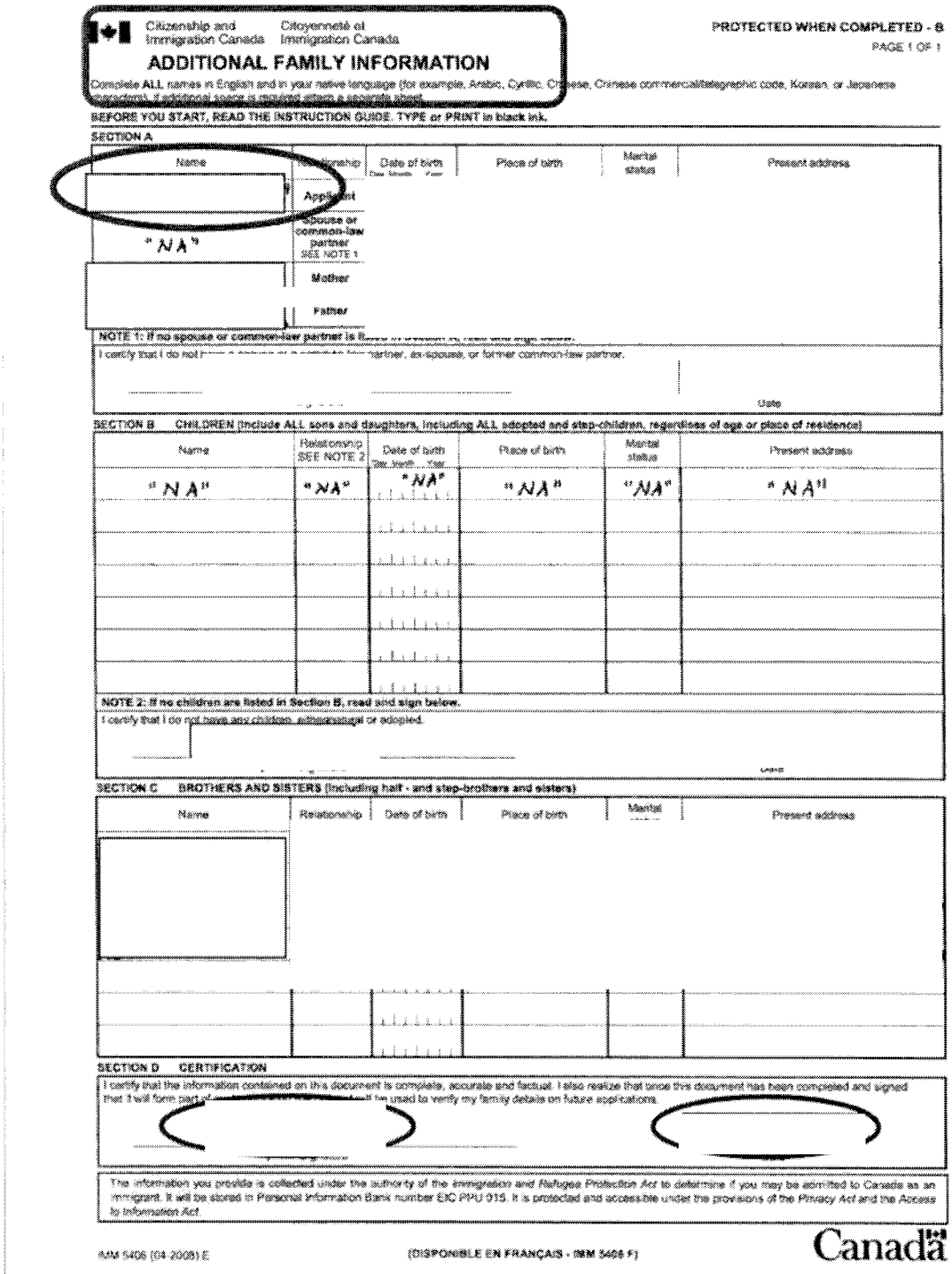
Were you self-employed during any of the above listed periods?

☒ No ☐ Yes ▶ Give details:

Signature

Date

IMM 0008 (01-2013) E
SCHEDULE 8



Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

PAGE 1 OF 1

ADDITIONAL FAMILY INFORMATION

Complete ALL names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). If unknown, specify in capital letters "UNKNOWN".

BEFORE YOU START, READ THE INSTRUCTION GUIDE. TYPE or PRINT in black ink.

SECTION A

Name	Relationship	Date of birth (Day Month Year)	Place of birth	Marital status	Present address
	Applicant				
"NA"	Spouse or common-law partner SEE NOTE 1				
	Mother				
	Father				

NOTE 1: If no spouse or common-law partner is listed [illegible]

I certify that I do not [illegible] partner, ex-spouse, or former common-law partner.

Date

SECTION B CHILDREN (Include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Name	Relationship SEE NOTE 2	Date of birth (Day Month Year)	Place of birth	Marital status	Present address
"NA"	"NA"	"NA"	"NA"	"NA"	"NA"

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have any children, either [illegible] or adopted.

Date

SECTION C BROTHERS AND SISTERS (Including half - and step-brothers and sisters)

Name	Relationship	Date of birth	Place of birth	Marital status	Present address

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of [illegible] and will be used to verify my family details on future applications.

The information you provide is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as an immigrant. It will be stored in Personal Information Bank number CIC PPU 015. It is protected and accessible under the provisions of the *Privacy Act* and the *Access to Information Act*.

IMM 5406 (04-2008) E

(DISPONIBLE EN FRANÇAIS - IMM 5406 F)

Canada

You will need an Additional Family Info form for everyone on the application that is 18 years of age or older.

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Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

IMM 5476 (03-2012) E

USE OF A REPRESENTATIVE

You do not need to hire an immigration representative, it is your choice. No one can guarantee the approval of your application. All the forms and information that you need to apply are available free at www.cic.gc.ca.

A representative is someone who has provided advice or guidance to you prior to submitting your application, following the submission of your application, and/or someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA). You may have **one** representative only. If you appoint an additional representative, the previous representative will no longer be authorized to conduct business on your behalf and receive information on your case file.

I am: ☐ appointing a representative. **Complete Sections A, B and D.**

☐ cancelling the appointment of a representative. **Complete Section A, C and D.**

SECTION A: APPLICANT INFORMATION

1. **Your full name**

   Family name (Surname)

   Given name(s)

2. **Your date of birth** (Year / Month / Day)

3. **If you have already submitted your application:**

   Name of office where the application was submitted

   Location of office

   Type of application (permanent residence, extension of study permit, etc.)

4. **Your Citizenship and Immigration Canada identification number** (if known)

   Client Identification (ID) or Unique Client Identifier (UCI) number

SECTION B: APPOINTMENT OF REPRESENTATIVE

- I authorize the following individual to serve as my representative and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.
- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file and that of my dependent children under 18 years of age to my representative. This authorization is in accordance with the *Privacy Act*.
- I am aware that any information which would be subject to exemption, if I had the right of access under the *Privacy Act* or the *Access to Information Act*, will likely not be released.

5. **Your representative's full name**

   Family name (Surname)

   Given name(s)

6. **Your representative** (choose one)

   is UNCOMPENSATED and is a:

   ☐ family member or friend

   ☐ member of a non-governmental or religious organization

   ☐ member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a Canadian provincial or territorial law society, or the Chambre des notaires du Québec

   ☐ other

   is or will be COMPENSATED and is a member in good standing of:

   ☐ the Immigration Consultants of Canada Regulatory Council (ICCRC)
   - ▶ Membership ID number

   ☐ a Canadian provincial or territorial law society
   - ▶ Which province or territory?
   - ▶ Membership ID number

   ☐ the Chambre des notaires du Québec
   - ▶ Membership ID number

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants
(DISPONIBLE EN FRANÇAIS - IMM 5476 F)

Canada

7. Your representative's contact information

Name of firm or organization (if applicable)

Mailing address

Postal code/ZIP

Telephone number — Country code ( ) Area code ( ) Number

Fax number — Country code ( ) Area code ( ) Number

E-mail address (if applicable)

By indicating your representative's e-mail address, you are hereby authorizing Citizenship and Immigration Canada to transmit your file and personal information to this specific e-mail address.

8. Your representative's declaration:

- I declare that all information in Section B is true, complete and correct.
- I understand and accept that I am the person appointed by the applicant to conduct business on the applicant or sponsor's behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

Signature of representative

Date — Year Month Day

SECTION C: CANCEL THE APPOINTMENT OF A REPRESENTATIVE

I withdraw my authorization for this person to serve as my representative, to receive information on my case file and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

9. Your representative's full name

Family name (Surname)

Given name(s)

Name of firm or organization (if applicable)

SECTION D: YOUR DECLARATION

10.

- I declare that the information I have given is truthful, complete and correct.
- I understand all the foregoing statements, having asked for and obtained an explanation for every point that was not clear to me.

Signature of applicant

Date — Year Month Day

Signature of spouse or common-law partner (if applicable)

Date — Year Month Day

Warning! It is a serious offence to give false or misleading information on this form.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used in assessing your application according to the requirements of the Act. It will be retained in a Personal Information Bank identified in **Infosource**. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security and Intelligence Service (CSIS), where there is an agreement or arrangement with a foreign government, in accordance with subsection 8(2) of the *Privacy Act*. Pursuant to the *Immigration and Refugee Protection Regulations*, the information may also be shared with a regulatory body that is responsible for governing or investigating the conduct of representatives, such as a provincial and territorial law society, the Chambre des Notaires du Québec and the Immigration Consultants of Canada Regulatory Council (ICCRC). Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5476 (03-2012) E

This is only necessary if there is an Authorized Paid Rep or an Unpaid Rep.
Clients do not need to use a rep.

Pages 144 to / à 146

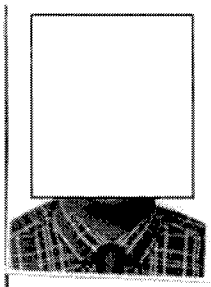
are withheld pursuant to section

sont retenues en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information

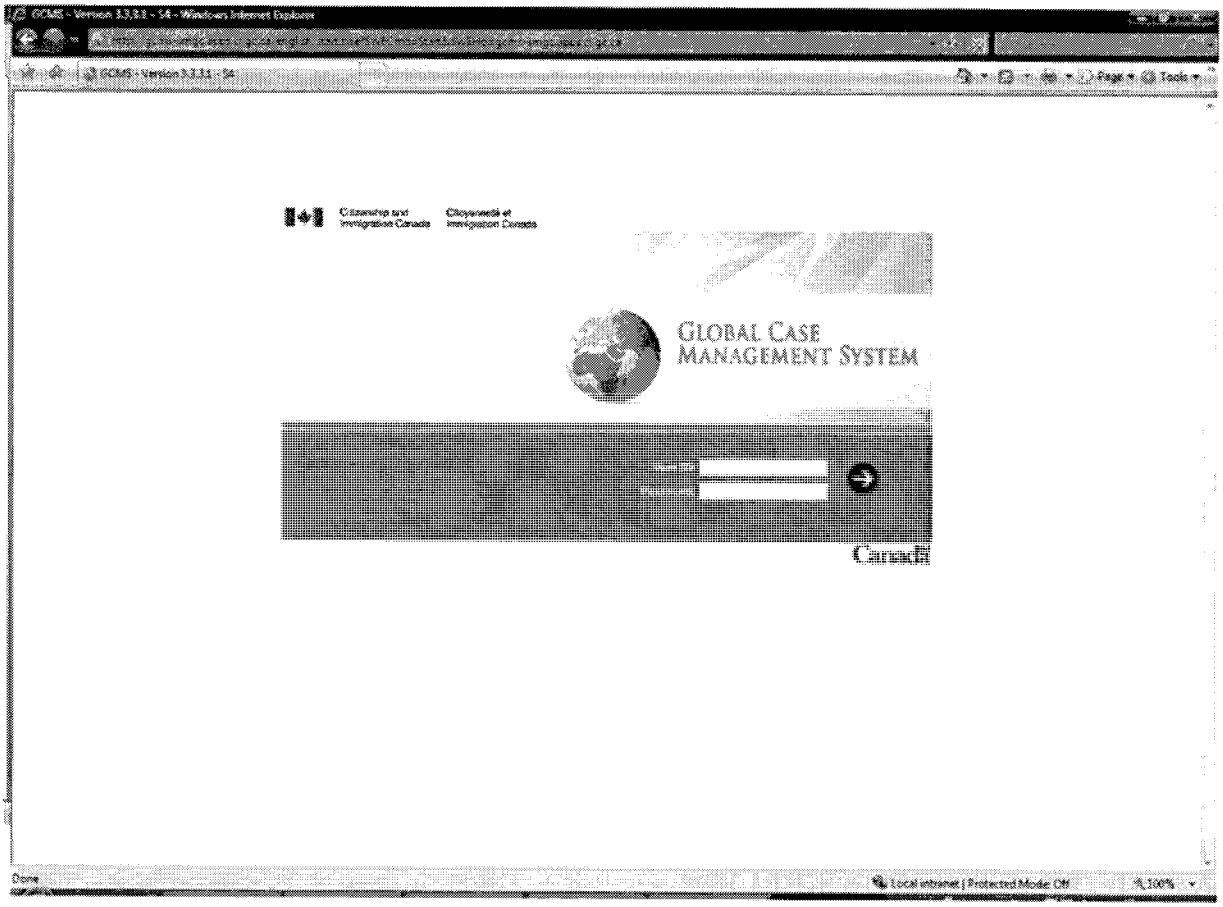


Need at least 1 picture per person on the file

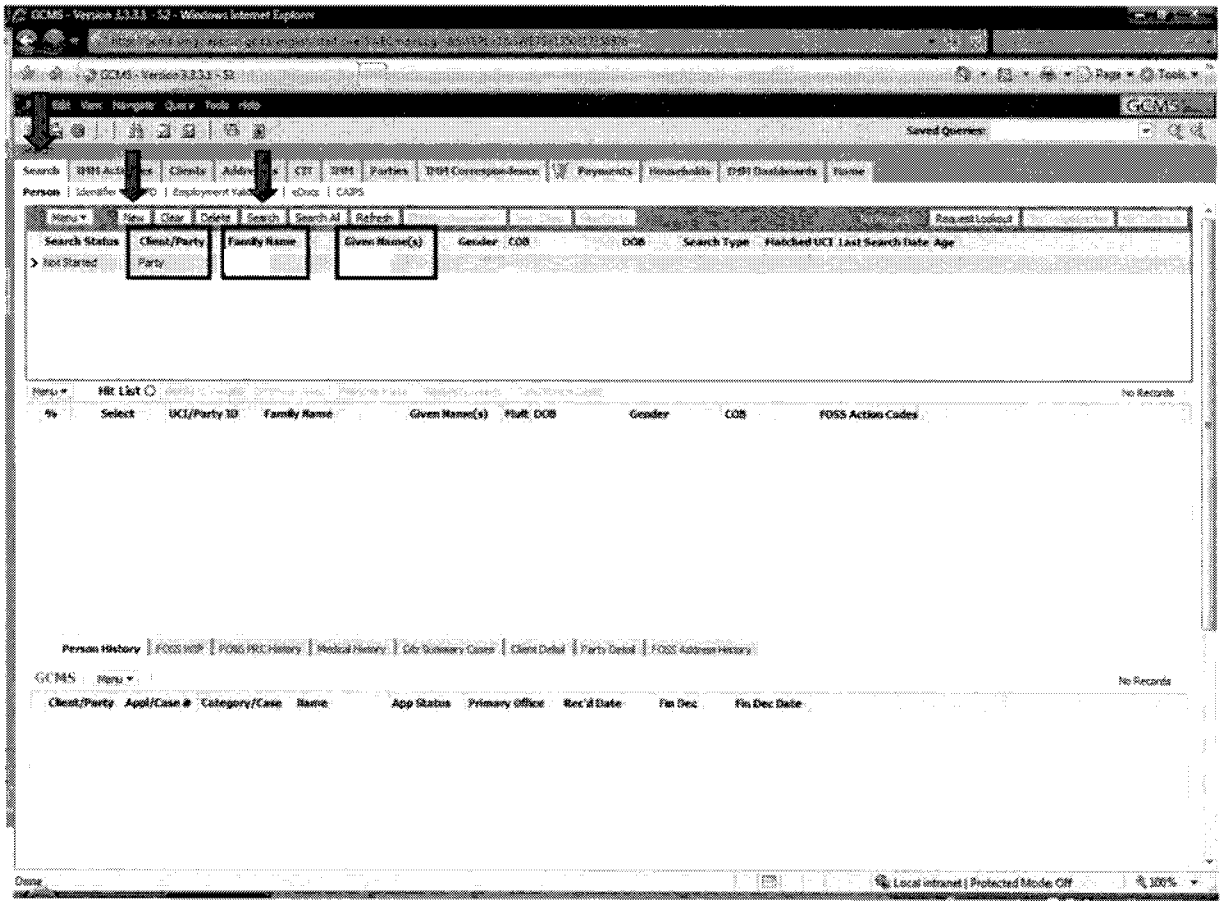
GCMS Step by Step Instructions

000148

Step by Step Instructions for Searching Reps in GCMS



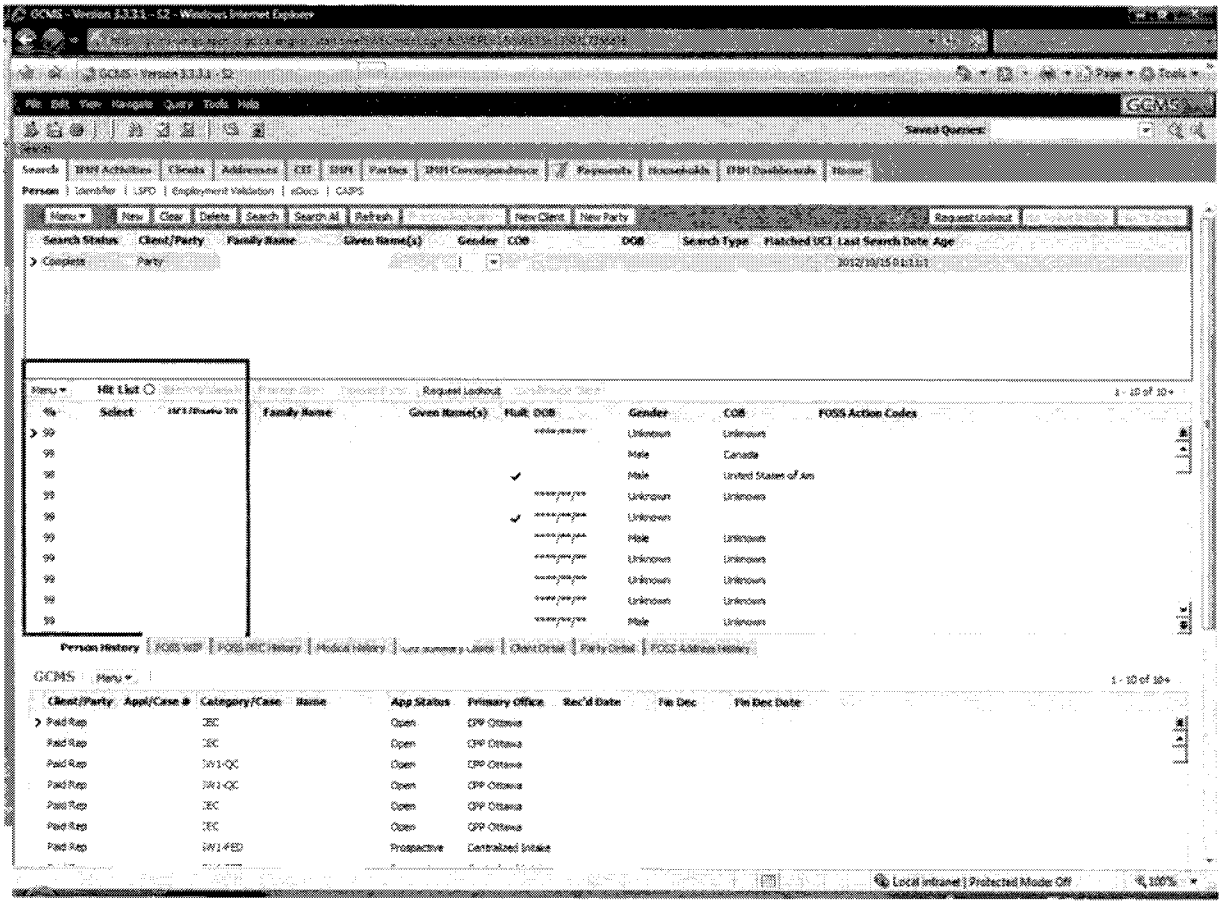
1. Log into GCMS (this is your work email address and your system password)



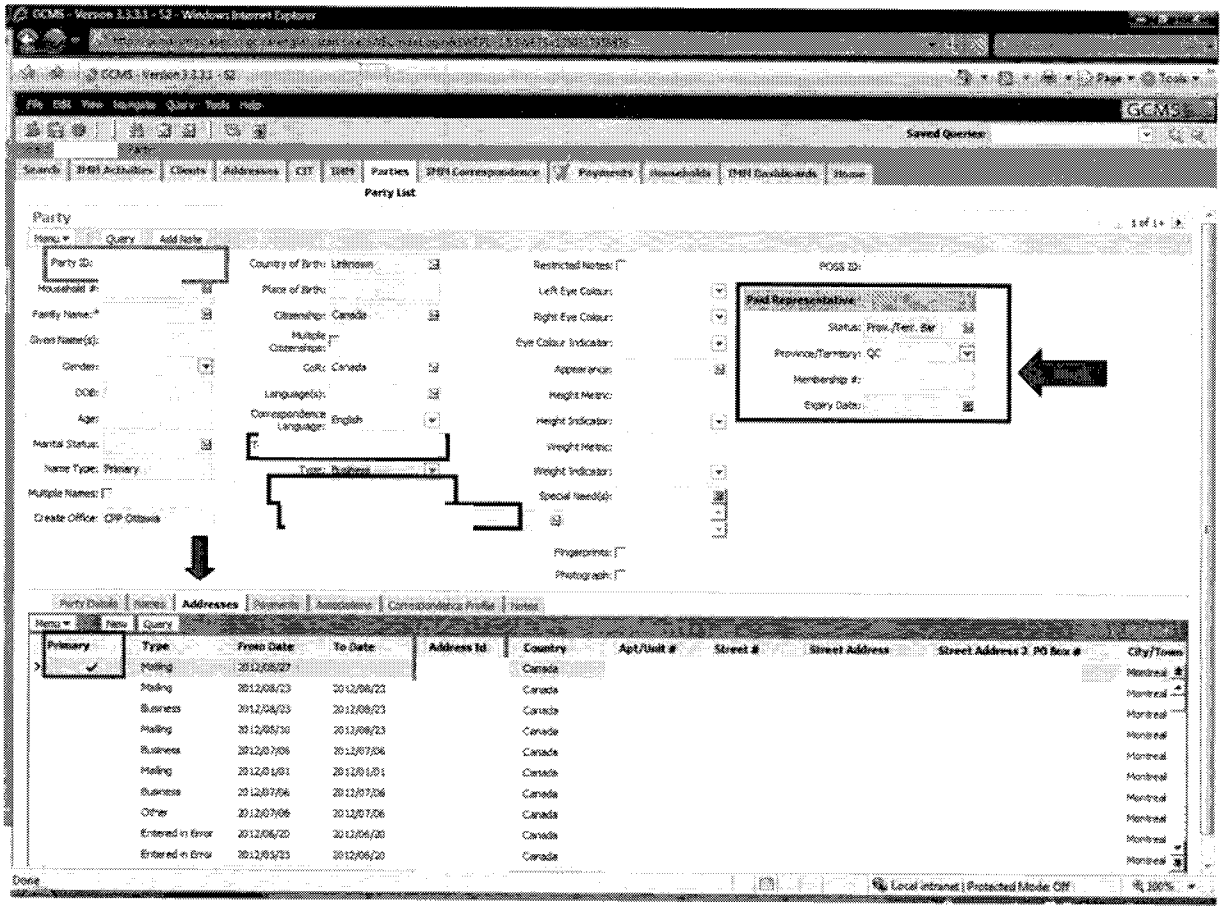
To Search a Rep in GCMS

1. Click on **Search Tab**
2. Click **New**
3. Select **Party** from **Client/Party** block
4. Enter **Family Name**
    a. Press Tab
5. Enter **Given Name(s)**
6. Click **Search**

The Rep's ID will always start with a **P**.



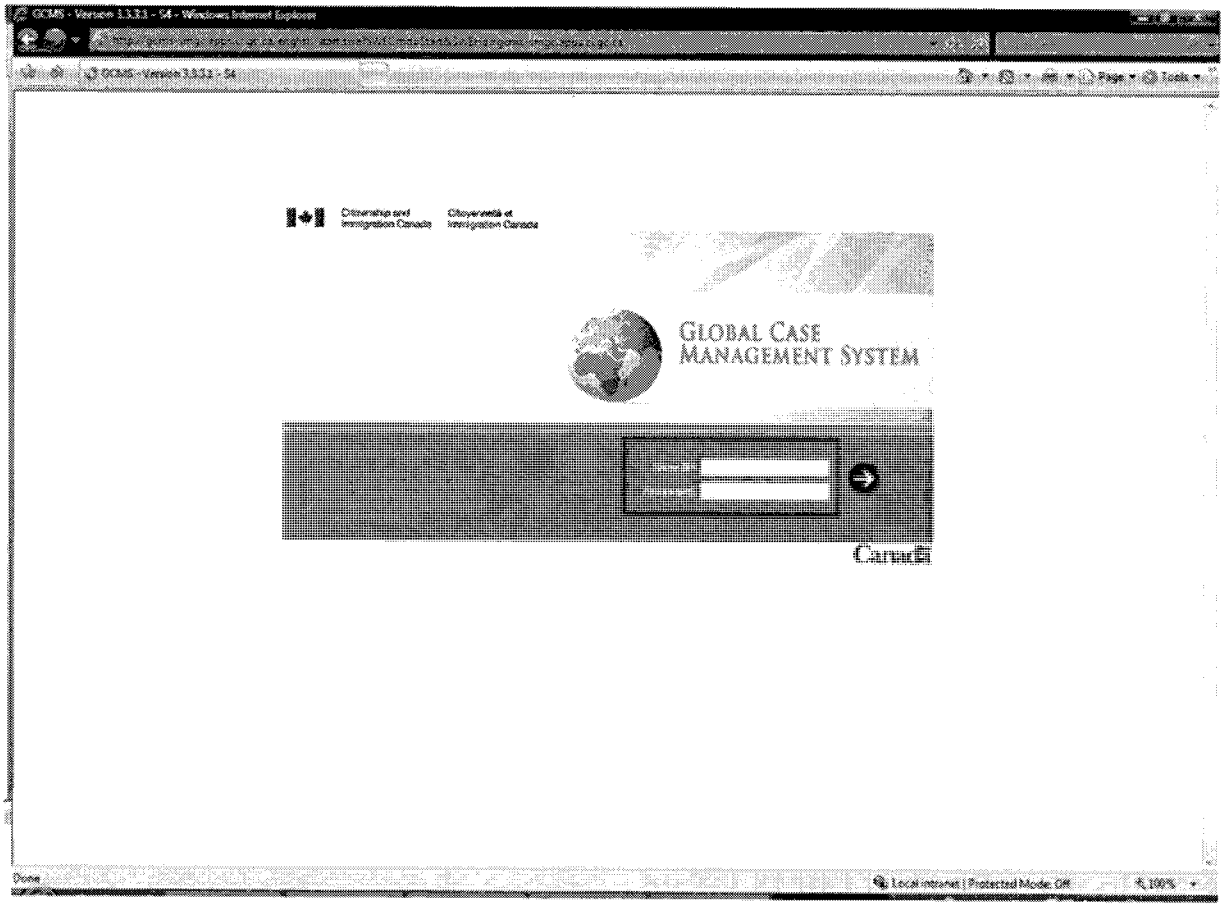
1. Click on P# (usually first one in **Hit List**)



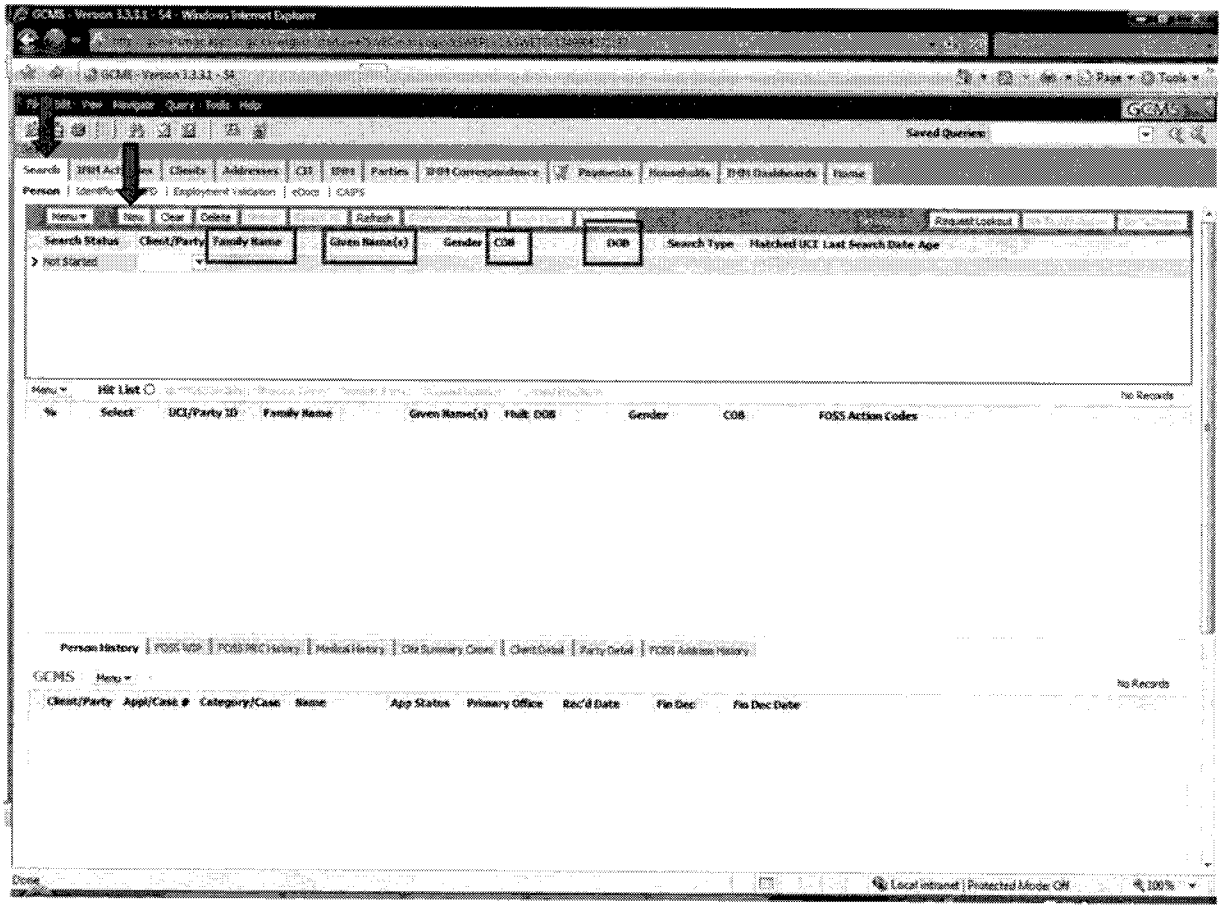
1. Confirm the following information and make any necessary changes
    a. **Telephone number**
    b. **Fax number**
    c. **Email Address**
    d. **Paid Representative details** (if applicable)
        i. **Status**
        ii. **Province/Territory** (only for lawyers)
        iii. **Membership #**
2. Click on **Address** Tab
    a. Check addresses to see if one matches the Rep form. If one does not match, create a new address to contain all necessary information.
        i. Check under Street Address 2 first, as we want to find an address that has the company name (if applicable) only
    b. Mark correct address as **Primary**

Once you have located the Rep in GCMS and have confirmed the appropriate info, write the Party ID# and the Address ID on the first page of the Rep form in the middle on the right hand side of page.

Step by Step Instructions for searching PA in GCMS



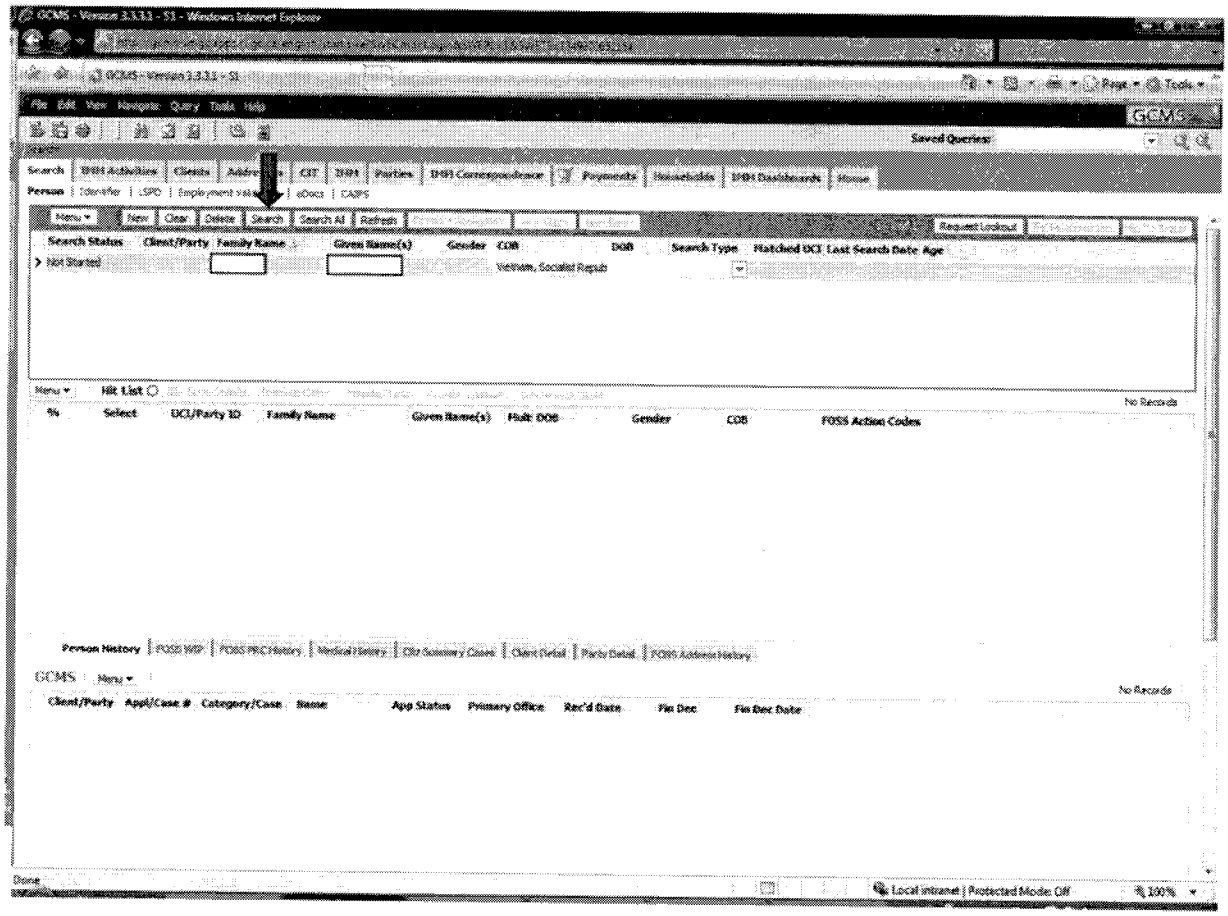
1. Log into GCMS (this is your work email address and your computer password)



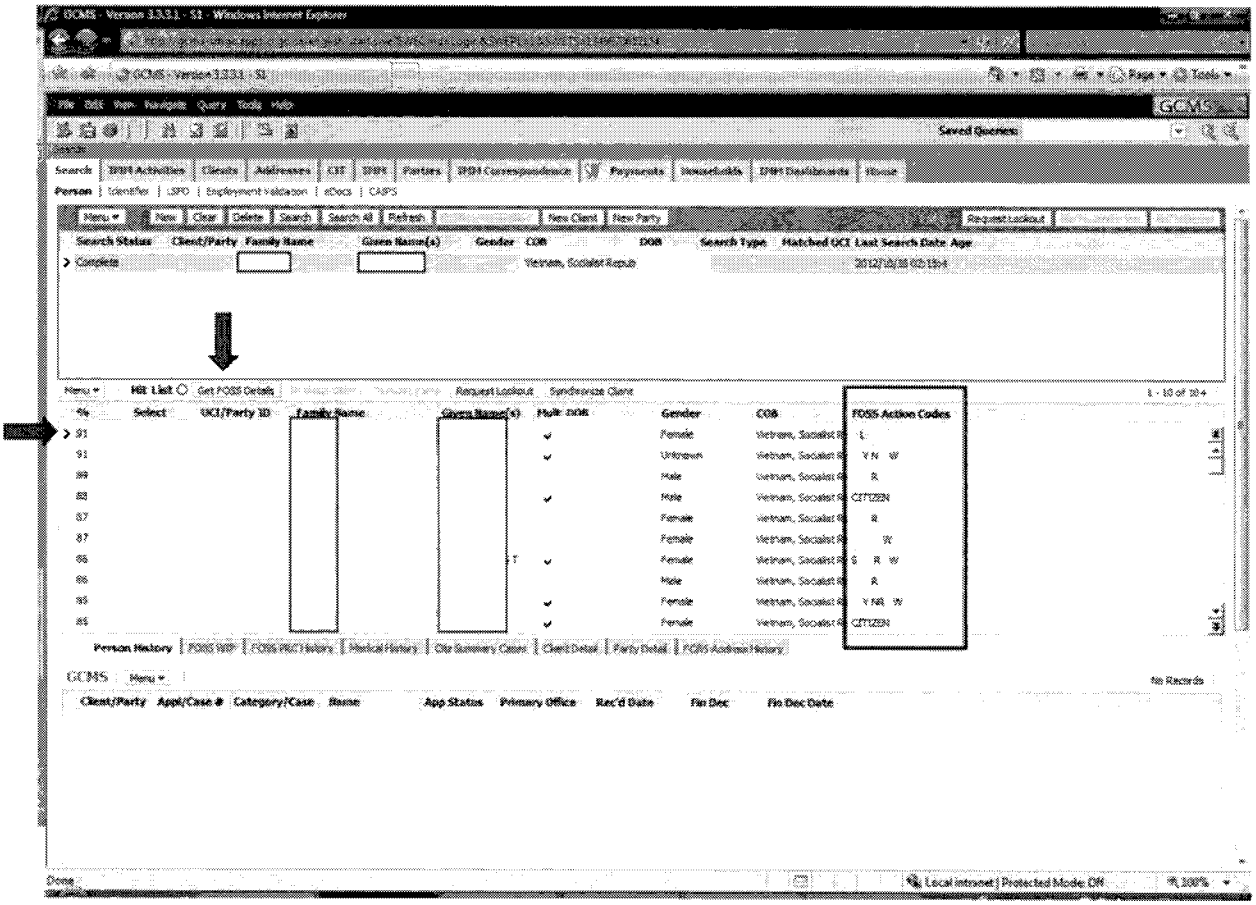
To Search Client in GCMS

1. Click **Search** Tab
2. Click "**NEW**"
3. Type in the following information under the proper fields
    a. Surname
    b. Given name
    c. DOB
    d. COB

Do not search by Gender. If gender is entered incorrectly into GCMS, you will not get all possible "HITS".



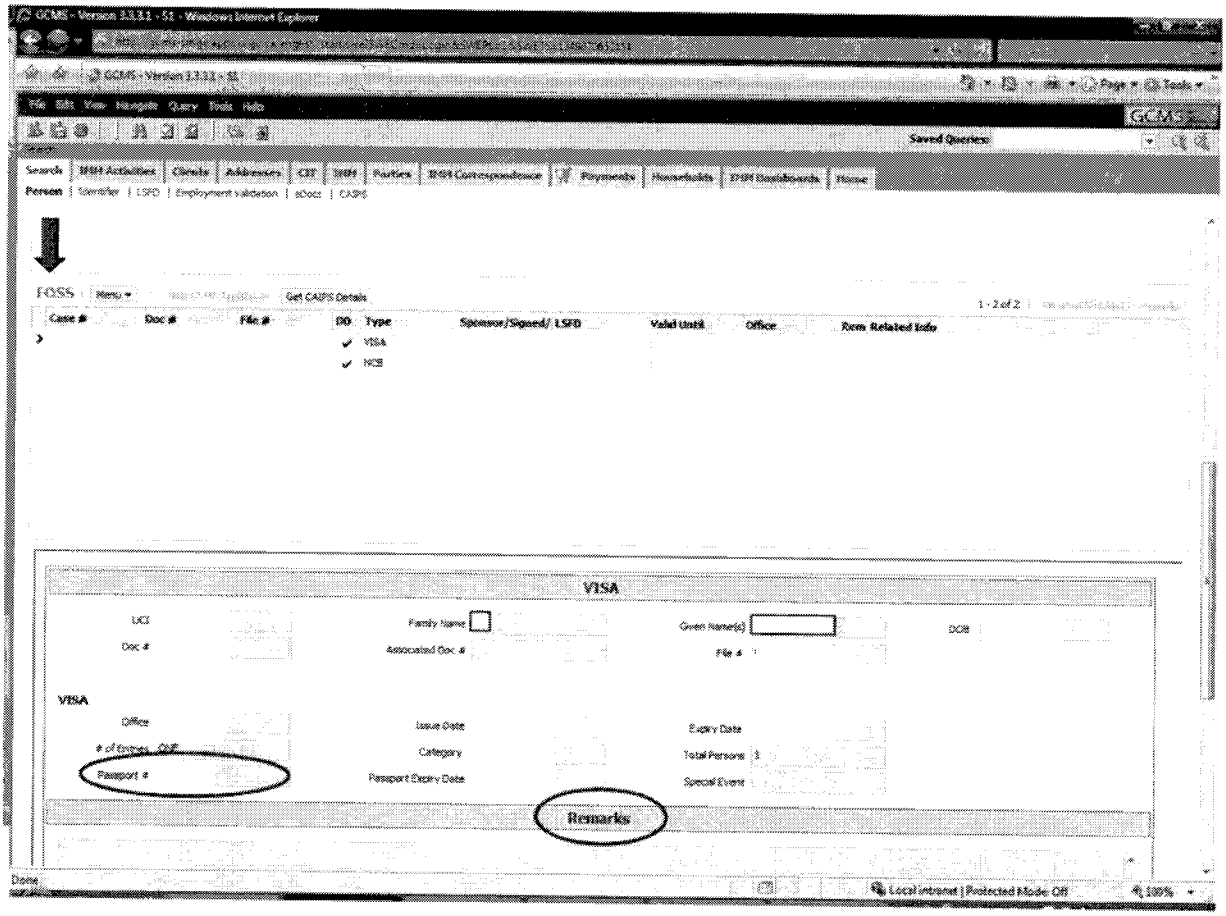
4. Click "**Search**" Button



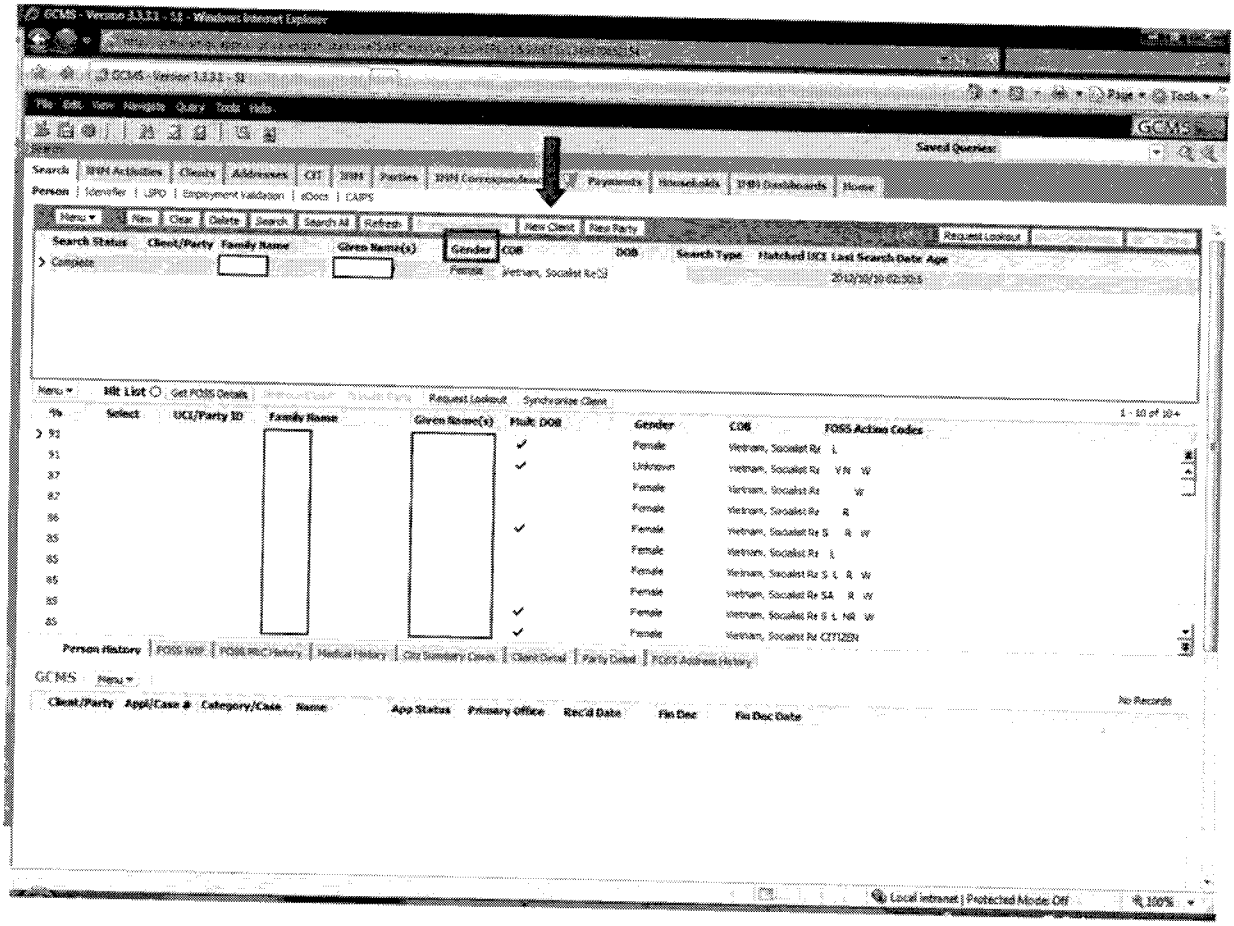
5. Scroll down and check for any hits. If you suspect you have a hit, do the following:
    a. Highlight the line you think is your PA (just click anywhere on the line except for the **FOSS ID**
    b. If there are **FOSS Action Codes** to the right hand side click "**Get FOSS details**"
        i. Pay close attention to the **FOSS Action Codes** as anyone with an "**L**" or "**CITIZEN**" may not be able to be processed, please bring these files to your Team Leader

There are a few places you can look to see if you client should be in GCMS:

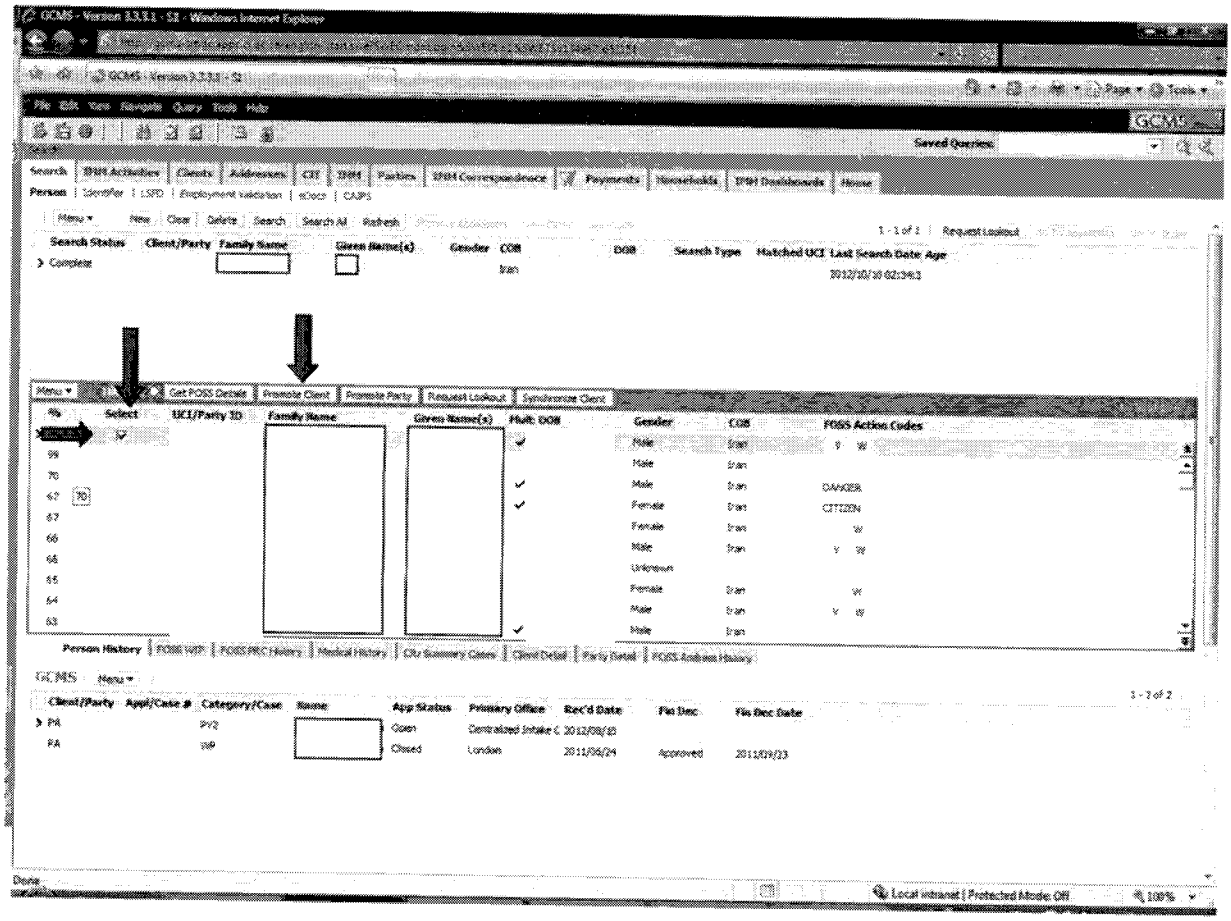
- IMM0008 (Current Country of Residence)
- Schedule A (Text box on page 1, or Addresses on page 3)
- Supplementary Info – Your Travels



c. Scroll through the different files under "**FOSS**" to see if you can link that ID to your client. You can try to find a **Passport** number that matches, or you may have to read the section "**Remarks**" to find something to link your client to the ID.



6. If you are unable to find a **FOSS** Id, you will have to re-do your search, but adding the **gender** this time.
7. You will then click "**New Client**". Make sure to write the **UCI** that you created onto the application



8. If you are able to determine that a **FOSS** Id does belong to your client, you will need to do the following
    a. Click in the section "**Select**"
    b. A white box will appear in that space, and you will need to click in the box to put a checkmark
    c. Step off (I usually click in the search section) and you will now be able to click "**Promote Client**"
        i. If you get an error when trying to promote that ID into GCMS, you just have to click on the ID, as it is already in GCMS.

FOSS action codes

S	Sponsorship Information
A	Application for PR in Canada
E	Enforcement Action(s)
L	Record of a Landing Document
V	Visitor Document(s)
C	Record of a Refugee Claim
N	Non-Computer Based Document(s)
R	Automated Registry file
Q	Record of an Appeal or Litigation
F	ROLF/ Transportation Loan
I	Interim Federal Health Certificate
W	WIP Events
CITIZEN	Already a Canadian Citizen

Welcome to the CIO-CEC Line of Business!

Inside this training manual you will find important information on CEC completeness checking expectations and procedures. Procedures change regularly and you are expected to be flexible and adhere to these changes. This information package is a guideline and it is your responsibility to make sure that you are following the latest procedures, so be sure to be on top of your email throughout your shift.

Please further note that all of the material covered in this training manual has been seen and approved by a CIO mailroom team leader, if you have any questions regarding the material please see a team leader.

All material in this training manual is subject to change at any time so make sure you are following current procedures. All templates included in this manual are required to be used. If changes to a template are needed, you must have them approved by team leader to be on the safe side.

~ It is very important to ask questions when you are unsure. Remember the aim of this mailroom is to handle each and every file properly. ~

CEC - Order of Documents

FORMS

- Scan Sheets
- Photos
- Fee payment form (IMM5620) and address labels stapled to left hand side of File cover
- Fees (cheque, money order, bank drafts, POS+, etc...) stapled to bottom left hand side of page 1 of the application
- IMM0008 Generic Application
- IMM5669 Schedule A for all family members 18 and over
- Supplementary Information - Your Travels Forms (for PA only)
- Schedule 8 (for PA only and must valid 4 digit NOC code)
- IMM5406 Additional Family Information for all family members 18 and over
- IMM5476 Use of Representative (if provided)
- IMM5475 Authority to Release (if provided)

SUPPORTING DOCUMENTS

- Birth Certificates for PA, SP and all dependants on the application (in order from PA, SP and oldest to youngest dependant)
- Marriage Certificate
- Statutory Declaration of Common-law Union
- Divorce Certificates, Annulled Marriage Certificates
- Adoption Certificates
- Police Certificates (All PA's together, then all spouses' together, then all dependant's over 18 together)
- Language Test
- Copy of passports (PA, Spouse, oldest child to youngest child)
- Representative's or PA's Cover Letter (if provided)
- CEC Document Checklist
- Any Additional Documents Provided (education, work experience, settlement funds, expired passports, etc in the order as submitted by the applicant)

ITEMS TO NOTE

- You must open **all** envelopes, and make sure all papers are facing upwards neatly on the file. Make sure there are no loose papers.

- All documents must be attached to the file, except for original documents, for example, original passports, birth certificates, marriage certificates, etc. **Do not staple or hole-punch original documents**. Originals must be then placed in a docket or a white envelope and pegged to the back of the file.

- If English/French translations are provided for any of the above documents, the translations and the originals must be kept together.

FILE ASSEMBLY – CEC

Completeness checking Canadian Experience Class applications

All documents will be arranged as follows: PA, spouse or common law partner, oldest dependent child to youngest dependent child

1. Open the envelope and **DATE STAMP** the application at the top in the middle of the front page of the application. Please ensure to keep the packing slip, return address and bar code if on envelope.

2. Find the **fee payment form** and date stamp it in the middle right hand side or if **paying by cheque**, staple cheque to the bottom left side of page 1 of the application.
Fee payment form has to be signed by the payer if paying by credit card.

3. Put all **photos in a photo pouch**. You need at least **one** photo (any size) for each person on the application **(if accompanying or not)**.

4. Start at the top of the application and ensure that:
   a. "**Program under which you are applying**" is Economic (make necessary changes)
   b. "**Category under which you are applying**" is Canadian Experience (make necessary changes)
   c. Number of people listed in **block 3 equals** the number of people on the application (on both the **IMM0008** and the **Additional Family Info form**) (make necessary changes)
   d. "**Where do you intend to live**" (Block 6) This cannot be Quebec

5. You must verify the passport information to the Generic Application under the **Personal Details** section for each person on the file, make any necessary changes and put a red checkmark to show you have confirmed the following sections to be correct:
   a. **Surname** (Block 1)
   b. **Given name** (Block 1)
   c. **Date of Birth** (Block 7)
   d. **Sex** (Block 4)
   e. **Place of Birth** (Block 8)

Important To Note. The majority of passports from around the World have what is known as an MRZ (machine readable zone). This is located at the bottom of the Bio-Data page. The MRZ will take precedence, in most cases, over the VIZ (Visual Inspection Zone) when determining how a name should appear on the application. In the absence of the MRZ, the VIZ will be used to establish how the name should appear on the application

6. The section **PASSPORT** on the generic application form must be verified against the passport on file. Please use red pen to check mark the following:
   a. **Passport number** (Block 2)
   b. **Country of issue** (Block 3) - please refer to the 3 letter country code on the passport
   c. **Expiry date** (Block 5)

7. Ensure the **application** (IMM0008) is **signed and dated**.

8. Ensure you have a **Schedule A** for PA, SP and all dependants 18 years of age and older. (**if accompanying or not**). Schedule A consists of 4 pages, so ensure that all pages are included. The sections that need to be verified on the Schedule A are:
    a. **Name** (to ensure that the Schedule A does indeed belong to the appropriate people)
    b. **"Indicate whether you are"** The Principal applicant , or Spouse, Common-Law partner, dependent over 18
    c. **All 4 pages are included**
    d. **It is signed**

9. Verify that you have the **Supplementary Information - Your Travels** (IMM5562) – for the **PA only**. The sections that need to be verified are:
    a. **Name** (to ensure that the form is for our PA)
    b. **Ensure you have pages 1 and 2**.

10. Ensure you have a **Schedule 8.** The sections that need to be verified are:
    a. Ensure you have a **VALID** 4 digit NOC code. This will have to be verified on the NOC website

11. Ensure you have an **additional family information** (IMM5406) for PA, SP and dependants 18 and over (**if accompanying or not**). The fields that need to be verified are:
    a. **Name** (to ensure that the form belongs to the appropriate people)
    b. **All dependents** (Spouse, children, step-children) **are included on IMM0008**
    c. **A signature must be in one of the 3 areas**

12. Rep Form (not a mandatory form). If one is included, the following needs to be verified:
    a. **Name** (to ensure that the form belongs to our PA)
    b. Check either the **ICCRC** website or the **Provincial Law Society** website if you have a Rep form and they indicate they have a paid rep to ensure they are a **practicing** Rep
    c. Must be **signed and dated by PA** - **flag for easy reference**

13. Ensure you have a birth certificate for PA, SP and all dependants on file (**if accompanying or not**).

14. If applicable, a marriage certificate or common-law declaration for the PA and Spouse. (**not required documents**)

15. If applicable, a divorce certificate and adoption certificate(s) for the children. (**not required documents**)

16. Police certificates are not required and we **do not request** them if we have to return the file for another reason.

17. Ensure you have an **original** Language test for PA (IELTS, CELPIP or TEF). If not original, ensure that it meets the requirements to accept a photocopy (still not older than 2 years, and had to have a previous application where the original test was sent to us, AND client tells us that we have the original in a previous application)

18. Ensure you have **passports for everyone on file**, unless they have left this blank or selected "**NO**" for "**DO YOU HAVE A VALID PASSPORT**" on the application then the passport is not required. – (**flag for easy reference**)

19. Insert letter from Rep or PA if supplied.

20. Insert CEC document checklist.

21. All additional documents that are sent by PA are to be put as the client supplied them.
22. We need to keep the envelope that the application was received in. We need to have the **return address**, **barcode** (if there is one) and the **date stamp** on the envelope. If you need to cut the envelope, please ensure you have all the above items.

23. If paying by **credit card** ensure the form is complete.
    a. **Name of Principal Applicant**
    b. **Name of Payer** (if different that PA)
    c. **Address of Payer** (if different than PA)
    d. **Amount matches number of people accompanying**
    e. **Name of Cardholder** (must be in English)
    f. **Signature of Cardholder**
    g. **Type of credit card** (Visa, MasterCard, AMEX)
    h. **Credit Card number** has appropriate amount of numbers (16 for Visa/MC and 15 for AMEX)
    i. **Expiry Date**

24. Date stamp the photo pouch if file is deemed complete.

IF THE APPLICATION IS COMPLETE, DO THE FOLLOWING

- Obtain a File jacket
- Date stamp on front cover, middle top of file jacket
- Stamp with the CEC stamp on the right hand side
- Charge front of file jacket with "C/C" "Initial" and "Date"
- If applicable, put "S" in "Cross Reference"
- Staple Address labels and fee payment form inside the file jacket on the left hand side at the top with the staple teeth facing inwards
- Write R10 info on top off application Example below
    - R10 OK "Your initials:
    - No Rep or Auth Paid/unpaid Rep
    - PA $550
    - SP $550
    - $1100.00
- All documents are to be hole punched and placed neatly on peg in the correct order (please see page 2 for order)
- Hole punch scan sheets (be careful not to punch through the barcodes) and place on the very top of the peg
- Log into GCMS
- Query the Rep (if applicable) in GCMS.
- The rep ID (also known as the P#) will be written on the Rep form on the ride hand side across from Section B Question 5.
- Verify the following information for the Rep from the Rep form to GCMS and make any necessary changes to the following:
    - If a Paid Rep, confirm under the title "Paid Representative" in GCMS the following: Status, Province/Territory and Membership number.
    - Telephone number
    - Fax number
    - Email address
    - Address. This is under the Address Tab.
- The address ID of the rep will be written on the Rep form under the P#.
    - The address ID that you select should be marked at "**Primary**", have the "**To Date**" deleted, and "**Street Address 2**" should be "**C/O Rep's company name only**" (if there is a company name listed) or "**C/O Rep's first and last name**" (if there is no company name listed)
- Query the PA in GCMS
- If you get a hit for your PA in the Hit List, you will promote the UCI
- If you do not get a hit for your PA, you will create a UCI
- Record the UCI of the client in the UCI box number 3 under the section entitled "**PERSONAL DETAILS**" on the application.
- Enter Rep's email address (if applicable) and mark as Primary
- Enter the PA's email address
- Enter PA's place of birth
    - This is done in the **NAMES** view by clicking **NEW** and typing the personal details in.

- Add the following note on the Client in GCMS. The format below will be followed and is prepared for you in a template on the G-Drive under the CEC folder entitled "GCMS Return Notes":

Application type: CEC
Date received: THE STAMP DATE RECEIVED IN MAILROOM (TOP 1ST PAGE OF APPLICATION)
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
File forwarded to SCAN/CRU

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- GCMS Return notes

You will have to put the **LOCK** feature on to be able to type in the appropriate fields. The **LOCK** feature will need to be turned off in order to copy and paste the note into GCMS

IF THE APPLICATION IS INCOMPLETE, DO THE FOLLOWING

If application is found to be incomplete after completeness checking the file:

- Prepare Appendix C or A, highlight appropriate areas on CEC checklist, prepare any inserts and letter for return
- Search PA on GCMS (first/last name, date of birth, and country of birth)
- Promote existing UCI # or create one (where necessary)
- Enter Rep's email address (if applicable) and mark as Primary
- Enter PA's email address
- Enter PA's place of birth
- Client notes. The format below will be followed and is prepared for you in a template on the G-Drive under the CEC folder entitled "GCMS Return Notes":

Application type: CEC
Date received: STAMP DATE
Date returned: DATE YOU PHYSICALLY RETURNED FILE
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
Reason for return: DETAILED NOTE ON WHY YOU ARE RETURNING APPLICATION
Returned to the following address: COPY AND PASTE FROM RETURN LETTER

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- GCMS Return notes

Essential Items CIO-CEC Will Return For

1. **Generic Application Form To Canada;** if the client indicates that they intend to live in a province other than the one that is nominating them.
2. **Schedule A**; if not provided for everyone 18 years of age or older.
3. **Supplementary Information – Your Travels;** if not submitted with application.
4. **Schedule 8;** If PA does not provide a valid 4 digit NOC code
5. **Additional Family Information;** if not provided for everyone 18 years of age or older, if there are dependents listed that are not included on the IMM0008 (and no affidavit explaining why they are not being included) or if it is not signed in one of the 3 areas.
6. **Use of Rep Form** (when provided)**;** clients are not required to use a representative, however if they choose to hire a paid rep, the rep must be a valid rep. They may also choose to use a family or friend as an unpaid rep. The rep form must contain reps contact information as well as be signed and dated by the PA.
7. **Identity and Civil Documents;** PA and all dependents are required to provide birth certificates, however, in some cases/countries birth certificates are unavailable, therefore other documentation such as school records, ID cards, household registers or affidavits are acceptable depending upon the case. ****Before returning any application for proof of birth or if you are unsure whether or not you have proper documentation, please double check with birth certificate book and/or a team leader.****
8. **Travel Documents/Passports;** PA must provide passport, all other dependents on file are only required to provide passport if they have listed it on application.
9. **Photos;** PA and all dependents must provide at least one photo whether they are accompanying or not.
10. **Language Test;** If language test is not an original and does not meet requirements where a photocopy is acceptable.
11. **Fees;** foreign certified cheque's, money orders, bank drafts and credit card payments must be in Canadian funds. Foreign certified cheques, money orders and bank drafts drawn from foreign countries are considered stale dated after six months {unless otherwise stated on cheque}. Canadian certified cheque's, money orders and bank drafts do not go stale dated unless stated "valid to"-{08/09/2014}. Credit card payments must be signed by the card holder. **We will return the file if payment is insufficient**, stale dated, not in Canadian funds, or if the credit card is not signed. **Please see page 21 for overpayment procedures.**

***** Please note: if you are returning a file you should be asking for everything we require here at CIO. *****

What CIO-CEC Does Not Return For:

1) If client leaves the **Program and Category** blank or indicates something other than Economic and Provincial Nominee. Please make applicable changes.

2) **Visa Office**; if left blank or invalid please make changes according to the spreadsheet.

3) We do not return if application forms are **not dated**.

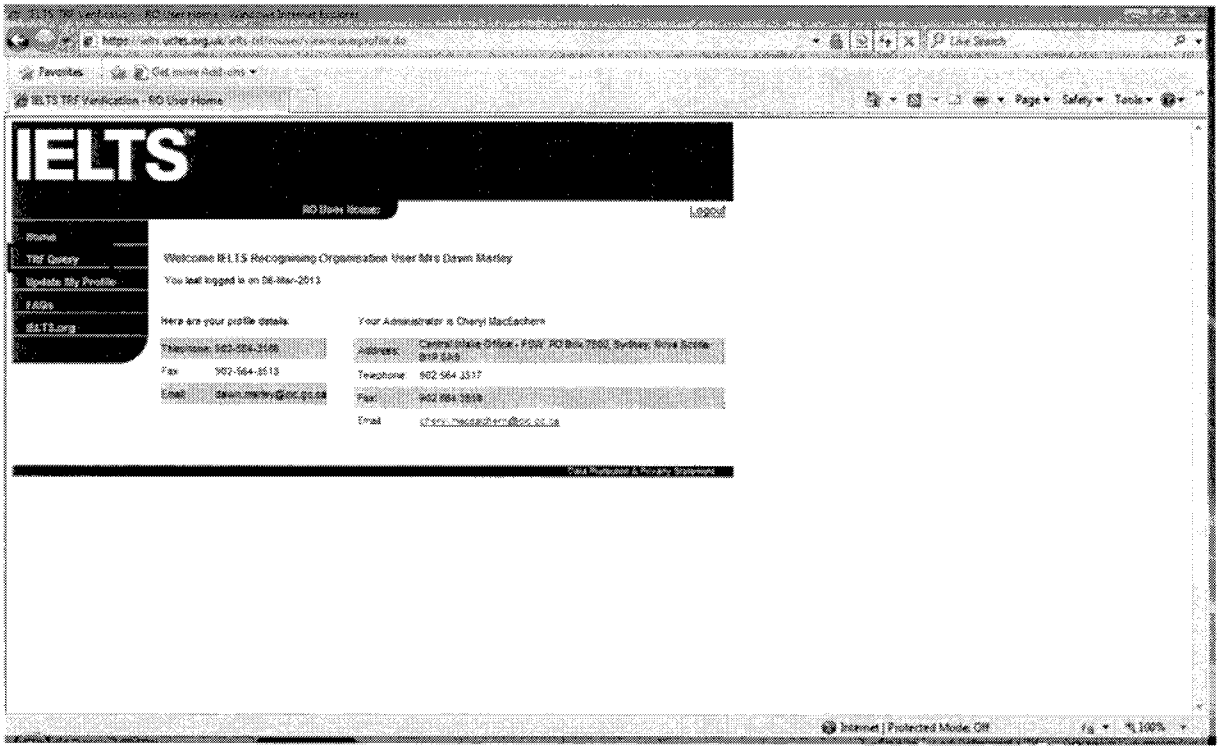
4) We do not return for **Police Clearances** and when returning an application we will not ask if for them.

5) We do not return for **Marriage Certificates.**

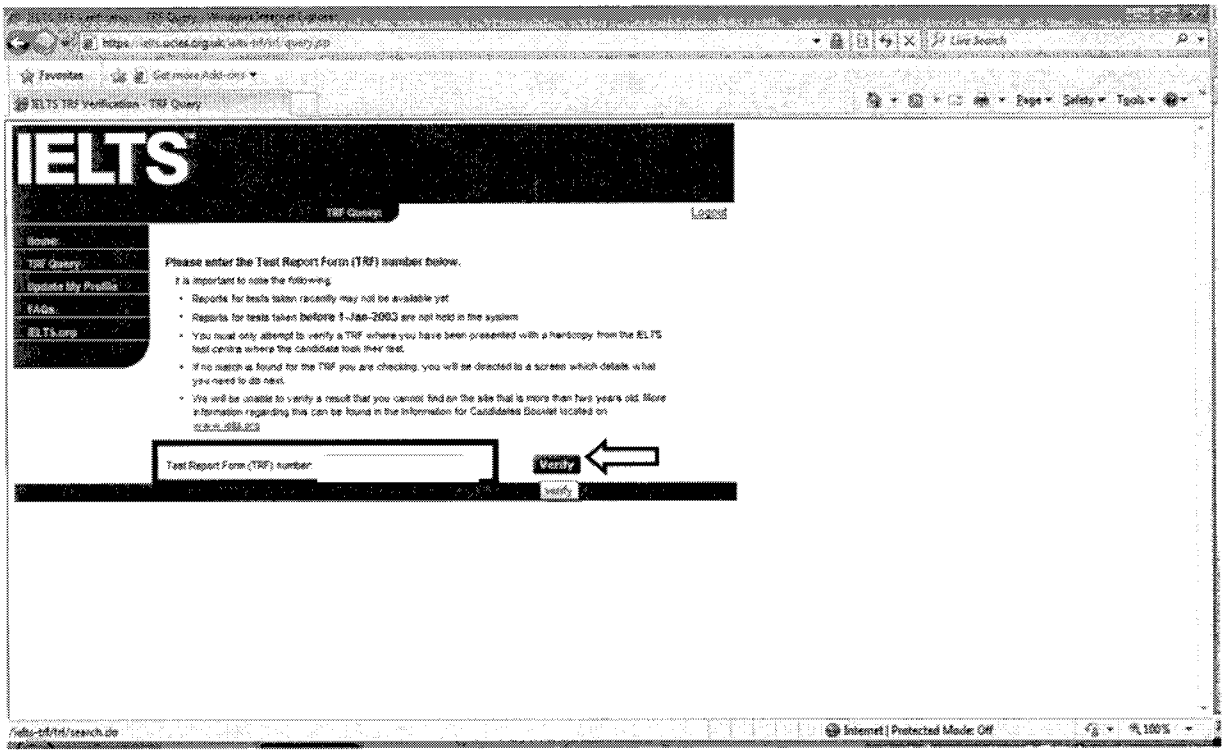
CEC Verification of IELTS

100% of all IELTS language tests will be verified on the IELTS TRF Verification website (https://ielts.ucles.org.uk/ielts-trf/index.jsp).

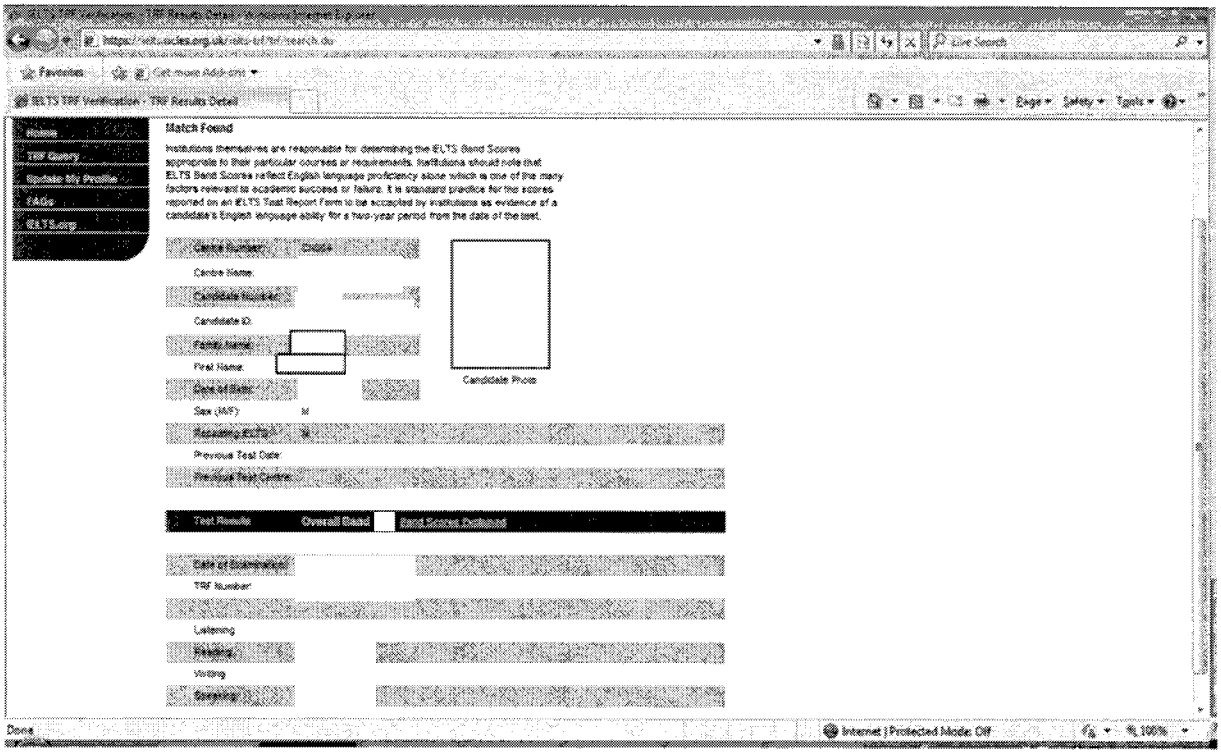
You will have to log into the site (username will be your work email, and you set up a password after you get an email showing your account is activated).



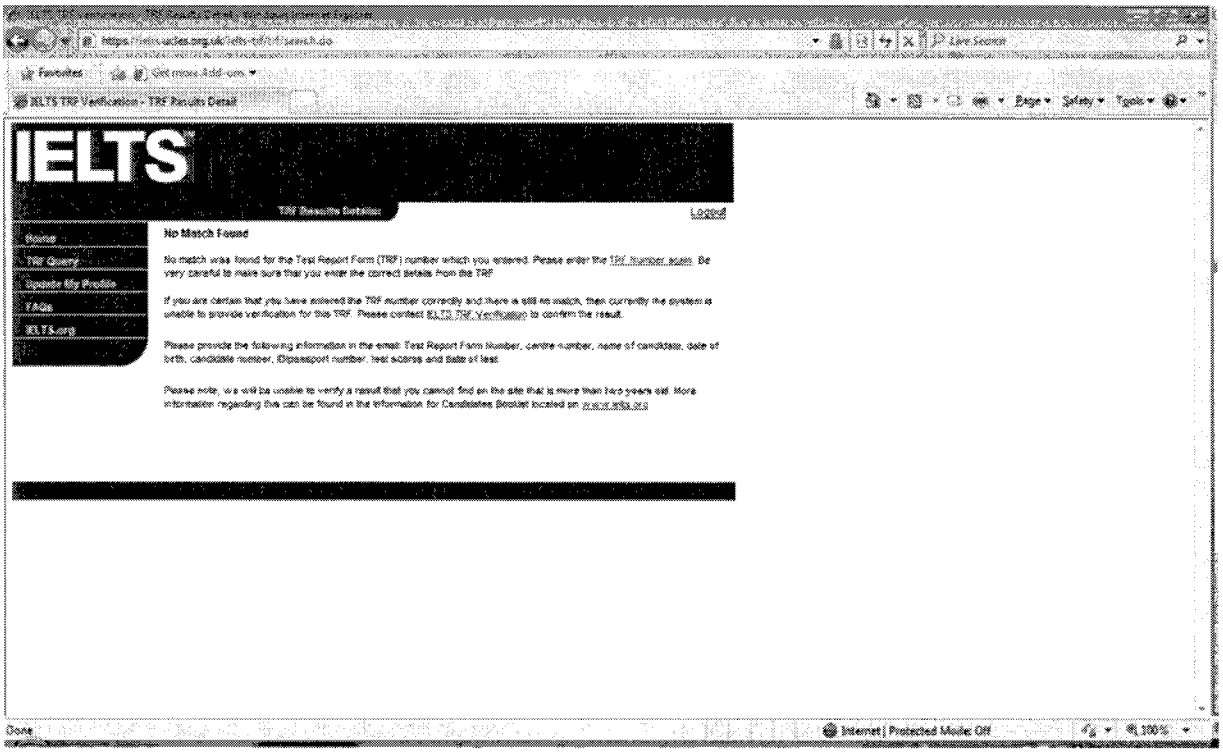
1. Click on TRF Query



1. Type in the Test Report Form (TRF) number (this is located in a grey box at the bottom of the right hand corner)
2. Click Verify



1. If you get a match (like shown), verify the following information to the test you received from client:
    a. Photo
    b. Family Name
    c. First Name
    d. Date of Birth
    e. Date of Examination
    f. All test scores (including the Overall Band)
2. If everything matches, you will enter the following note into GCMS: **"Language test has been verified against the appropriate website"**.
3. If there is something that does not match the physical test you received and the verification, please take a screenshot of the verification and bring file to your team leader.



1. When you do the TRF Query and you get No Match Found (as shown), take a screenshot, and bring file to Team Leader.

Payment Information:

Payments must be made payable to the "Receiver General for Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express), or HPM (this can be made at a financial institution in Canada, or on-line from any country).

Permanent Resident Fees Required:

Principal applicant **$550.00**

Spouse or common law partner and each dependent child 22 years of age and older **$550.00**

Each dependent child less than 22 years of age **$150.00**

***Right of permanent residence fee** (to be paid by principal applicant, spouse or common law partner) **$490.00**

*The Right of Permanent Residence Fee (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can either be paid at the time the application is submitted or at any time prior to the issuance of the visa. At the time of completeness checking, if the RPRF is not submitted, the application is still considered complete. If the file is deemed incomplete, we will not request the RPRF to be paid.

A combination of more than one method of payment is acceptable. However, payment by each method **MUST** be equal to a single or a multiple amount.

For example: An amount of $550 paid by credit card for the principal applicant, and 2 X $150 ($300) paid by a certified cheque for 2 dependents for total of $850 is acceptable. However, $500 paid by credit card and $350 by certified cheque **will not** be accepted.

Total fees received must equal the amount to be paid by the PA and for those that are accompanying the PA to Canada.

Acceptable Payment Methods

- **Credit Card**

The fee payment form (IMM5620) is to be paper clipped to the B label sheet on the left hand side of the file jacket.
Applications that have a credit card payment must have a green tag on the build-em-up this signifies that the fee has been paid by credit card for the coster.

Be sure to check the Fee Payment Form (IMM5620) for completeness:

Credit cards accepted at CIO-SYDNEY start with a "**3**" (American Express), "**4**" (Visa), or "**5**" (MasterCard). A form with the credit card number starting with any other number **should be returned**, as it **cannot be processed** at cost recovery.

Also there should be **16 digits** for **VISA** or **MASTERCARD** (Numbers starting with a **4** or **5**) and **15 Digits** for **AMERICAN EXPRESS** (Numbers starting with a **3**). **FORMS WITH ANY LESS CANNOT BE PROCESSED.**

- **Money Order/Certified Cheque/Demand Draft**

Please check each one of these for proper fees. Payments issued from institutions outside of Canada are only good for 6 months unless otherwise stated on payment. Payments issued from institutions in Canada have no expiry, unless otherwise stated on the payment.

- **Fees paid at a visa office (POS+)**

This is a yellow or white receipt issued from a visa office. Please see your team leader is you come across this type of payment.

- **Fees paid by HPM (Handling of Public Money)**

HPM's can be made on-line by the client in any country, or at a financial institution in Canada. HPM payments made online by the Client will have a barcode with a series of numbers starting with the letter R. HPM payments can also be made at a bank. These will have a barcode that will have a series of numbers starting with a "C" or "B". Please ensure the bank has stamped the HPM with the payment date.

Common Questions Regarding the Fee Payment:

Question: What if the credit card form is not signed?
Answer: The file goes back.

Question: What if credit card form is not dated?
Answer: It goes through as a complete.

Question: What if cheque is signed by only one person?
Answer: In most cases it goes through (double check with coster).

Question: What if the fee payment form is a photocopy?
Answer: It goes through as a complete.

000177

ADDITIONAL PROCEDURES

Canadian Spouse/Common-Law Partner/Child

If you have an application with a Canadian spouse/common-law partner or child their information should be put behind the document checklist.

You will also attach a Note to File (paper copy) to the top of the file peg stating:

Please type this note onto a Note to File: PA's spouse/common-law partner/child's is Canadian and documentation provided for this person is behind the document checklist.

Authority to Release Form

If we receive an IMM5475, there should be a note on file. This is a note that you enter in GCMS showing that one was received and who the authority to release is given to. The note should be entered on the client in GCMS at the time of completeness checking. Please enter the following note.

Copy and Paste this note into GCMS: Rec'd IMM5475 received giving authority to release information to ____ (name and address of person) _____.

Security Checks

If you come across 1 of the 12 countries in the list (see team leader for this list), please mark an **S (in black marker)** in the left hand corner of the file jacket and circle it (in the Representation Received Form box). These files need to be security checked.

Credit Card Declined Procedures

Sometimes files are received that have been previously returned asking for a new payment because the Credit Card had been declined. You are to completeness check these files as normal, if the file is a complete, the old file jacket must be used. There may be a CIO Letter, Declined Credit Card receipt and/or an Appendix A received back with the application.

If you believe you have a previous declined Credit Card, please see your Team Leader who will help you recover your file jacket.

Original Documents

If you receive original documents (or documents that you believe are original), and they are not **"old"** or "**irreplaceable**" (see page 36), the original document(s) will need to be photocopied and put in their proper order on the file. Once you have photocopied the original document, you will place it in either a docket or a white envelope and peg it the back of the file.

Non Accompanying/Accompanying Procedures

If a dependant (spouse or child) has marked NO for Accompanying PA to Canada, but they have paid for this dependant, we will physically change it on the application to YES and add a note to GCMS and a paper Note-To-File.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME OF PERSON will not be accompanying family to Canada; however, client paid fees for INSERT NAME OF PERSON. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

The following are a few scenarios where the dependant will remain or be changed to NON-ACCOMPANYING, and will enter an Overpayment line in GCMS.

1) A spouse or child is a Canadian Citizen and they have paid for them. We will leave them as NO for not accompanying (or change YES to NO, whatever the case may be).

This will be the note that you will add to GCMS and on a Note-To-File:

Spouse/child is a Canadian Citizen, no fees required, if positive assessment please refund fee for INSERT NAME OF PERSON if negative assessment and refund issued, please refund for full amount.

2) PA has sent in an affidavit or a letter stating that their spouse/common-law partner is no longer part of their family or no longer has contact, etc... and will not be accompanying to Canada, however they have paid for them. We would leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has indicated in an affidavit/letter that their spouse/common-law partner will not be accompanying for INSERT REASON HERE, if positive assessment please refund fee for spouse/common-law partner if negative assessment and refund issued, please refund for full amount.

3) PA has paid for someone who is not a dependant (Mother, Father, Brother, Sister, etc...), we will leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for someone that is not a dependant, if positive assessment please refund fee for INSERT NAME HERE if negative assessment and refund issued, please refund for full amount.

4) If the child is 22 or older (**not a student**) and paid for and marked as ACCOMPANYING, this child is not considered to be a dependant. We will change it from ACCOMPANYING to NON-ACCOMPANYING on the application at completeness checking.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, and states they will accompany PA to Canada. As per the application and Schedule A, INSERT NAME HERE, is not a student, and is no longer considered a dependant, so ACCOMPANYING was changed to NON-ACCOMPANYING. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

5) If the child is 22 or older (**and not a student**) and paid for and marked as NON-ACCOMPANYING, we will leave the child as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, INSERT NAME HERE. This person will not accompany the PA to Canada. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

6) If the child is 22 or older and a student, but they are marked as NON-ACCOMPANYING but they are paid for, we will change the NON-ACCOMPANYING to ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME HERE will not be accompanying family to Canada, however, client paid fees INSERT NAME HERE. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

7) If the child is under 22, but the client has paid $550 for this child. Please make note for the Data Enterer:

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid $550 INSERT NAME HERE who is under 22. If positive assessment, please refund fee of $300.00, if negative assessment and refund is issued, please refund full amount.

If you have a case that does not fit one of the above scenarios, and you are unsure on how to proceed, please see any team leader.

OVERPAYMENT PROCEDURES

1) Applications that have a certified cheque **and are** CAPPED will still have to be **processed as an overpayment - FSW, FSTC and PhD**

2) All applications that have a **credit card** as a payment and are **overpayment**, bring to the team leader they will change to the correct amount. The team leader will cross out the wrong amount and fill in the correct amount and initial.

3) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** of $1050.00 which is an overpayment of 500.00 (paid for business class), the completeness checker will send the application back as **incorrect fee** application. **Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE**

4) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** and has an overpayment in any amount the completeness checker will send the application back as **an incorrect fee** application. **Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE**

5) If the application is a **CEC, PNP, QSW** lines and has an overpayment because they paid for a person that they say is non-accompanying, please bring to team leader and the team leader will determine if it's an overpayment or if they will change the application to show the person is now accompanying.

6) If there is an application and you **cannot determine** what the applicant is paying for, please bring to team leader for their determination.

7) There will be some applications paid with a certified cheque, that no-matter what line it will have to be an overpayment done. Example: PNP nomination letter is going to expire or the CSQ is about to expire. (Completeness checkers are responsible for putting a "note to file" on the file to make the coster and data enter aware that there is an overpayment on the file, note in GCMS will be entered by the person completing the overpayment.)

NAME POLICY / PROCEDURES

Operational Bulletin 051 – Revised October 30, 2008

Policy on Single Names

Guidance and formal instructions for creating records in Computer Assisted Immigration Processing System (CAIPS) and Field Operations Support System (FOSS) for individuals who provide a single name as their complete name or declare not to have a surname.

Background

The *Immigration and Refugee Protection Act* (IRPA) does not include provisions for the creation of an identity. This is of particular importance as CIC-issued documents are used by other Government of Canada departments and agencies to form their own decisions on services and program delivery. Ensuring accuracy and consistency to identity-related procedures will enhance security and safety, strengthen program integrity and improve client service.

To enhance consistency in establishing a person's identity in accordance with International Civil Aviation Organization (ICAO) guidelines, the *surname* field should always be considered as the primary identifier for an individual. In most cases, a single name will appear in the *surname* field of the passport. However, there may be cases where a single name is recorded as the given name in a passport or other documentation used to establish identity. In such cases, that single name should be recorded in the *surname* field in FOSS or CAIPS. Note that FOSS and CAIPS do not make it mandatory to complete the *given name* field; in other words, leave the *given name* field blank in the case of single names.

Procedures

1. When creating a new client record in FOSS or a new application in CAIPS, the officer should do the following:
2. Treat a single name printed on the client's valid passport or other documentation as the surname. Leave the *given name* field blank.
3. Where a single name consists of more than one part (e.g., Jean-Paul), the entire name should be recorded in the *surname* field.
4. Some passports have only one name field, where the full name of the holder (i.e., given name(s) and surname) is recorded. **In such cases, the Machine Readable Zone (MRZ) should be consulted to determine how the full name breaks down into given name(s) and surname. In the absence of an MRZ, the officer should refer to the application form for clarification.** This procedure does not however authorize officers to use whatever name is indicated on the application, unless the name is also found in the passport.

Important note:

- Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields.
- Do NOT repeat the single name in both the *given name* and *surname* fields. FOSS and CAIPS allow for the *given name* field to remain blank.

Purpose of Policy

The name policy is meant as a guideline to determine the:

Name to appear in CAIPS

Policy:

• FSW will:

• Respond to established identities, not create new ones

Rules:

• The following table (taken from our Manual) provides the rules associated with the Name Policy:

Surname through Middle Name

Enter the complete names of all persons exactly as they appear on the application form or passport. In cases where we receive the Bio-data page of the passport: if the passport and the IMM0008 Generic names do not match, the name should be entered exactly as indicated on the passport. If passport copies have not been provided, enter the names as stated on the IMM8.

In cases where the applicant has only one name, or does not indicate a surname: the surname field cannot be left blank. *At least one name must be recorded in the surname field. You can leave the first name, middle name and other name field blank. Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields. Do NOT repeat the single name in both the first name and the surname fields.*

- *Hyphens are only acceptable in surnames. DO NOT use hyphens in Chinese, Arabic or Korean given names.*
- *Given names, first and middle names, should be entered on separate lines without punctuation. There is no space on the application form for a middle name. If the PA has indicated 2 or more names in the Given name(s) space, enter the first one in the FIRST NAME field; enter the second given name in the MIDDLE NAME field; and any additional/subsequent given names in the OTHER NAME field. Enter the code for Other Given Name from the CAIPS Coding Aid.*
- *If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the code of 4 in the NAME FLAG field.*
- *The maiden name of female applicants, when provided, should be entered on the fourth line (OTHER) and enter the code of 1 in the NAME FLAG field.*
- *It is common for the middle component of an Arab's name to be "ben" which means "son of". Ben should not be used as a name in CAIPS.*
- *Enter initials as it appears in the passport.*

- ❖ *If you receive a copy of the passport, the BIO-Data from this overrides any information provided by the applicant in the IMM8. Any such contradictions should be entered in CAIPS Notes.*

Other Name

The OTHER NAME field is used for the alternate spelling of surnames, nicknames, or a married woman's maiden name or her husband's surname, depending on what is entered in her SURNAME field.

If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the correct code in the NAME FLAG field.

Flg

CAIPS assumes that information entered into the OTHER NAME field is to appear on the CPR. Therefore, after you enter something into the OTHER NAME field, the cursor will stop at the Flg (Name Flag) field. You must enter a code. See the CAIPS Coding Aid for valid entries.

GNAME 1 / GNAME 2

Leave these fields blank.

Printed in alphabetic characters the name to appear will normally be the

same as on the Passport.

Titles, Prefixes, Degrees, and Decorations:

Policy:

Titles, prefixes, degrees, decorations, and other suffixes (including decorations awarded by the

Canadian government) are not to be entered in CAIPS.

Example Titles and Prefixes:

Will not print:

Mr. The Hon.

Mrs. The Rt. Hon.

Miss Professor

Ms. Elective titles

Judge Military ranks

Dr.

Example Degrees and Decorations:

Will not print:

B.A. DFC M.P.

M.A. OMM M.L.A.

Ph.D. CD Etc.

Etc. Etc.

Jr., Sr., II

Procedure:

If the applicant's name on the Passport shows Jr. Sr. or II in the surname area it will be entered in CAIPS.

If the Passport does not include Jr. Sr. or II It will not be entered in CAIPS.

IF no passport is provided name will be entered exactly as on application.

One name only

Policy:

When an applicant has only one name, it is considered to be the surname and it is entered as such.

A binder is being created to deal with situations when the passport does not clearly indicate what the name should be, when you are not sure please consult with your team leader on how to proceed.

NOTES:

- **Philippines, Germany and France Passports do not show the Middle Name in the MRZ. However, it is listed on the bio data page. Middle name is to be entered in GCMS.**
- Apostrophes and hyphens can be used in the SURNAME field. The MRZ does not show punctuation. Therefore if a Surname shows an apostrophe in the bio data portion of the passport and does not show it in the MRZ it will be entered in CAIPS.
    - IE) Bio Data shows SURNAME:O'KEEFE
    - MRZ shows O<KEEFE<<
    - SURNAME will be entered in CAIPS AS O'KEEFE.

- Apostrophes and hyphens in a GIVEN NAME are to be treated as a space as this is how they are treated on the MRZ line.
- Passports issued by The Palestinian Authority show in the Bio data Portion:

JOHN A.B. DOE FULL NAME

MOMMY MOTHERS NAME

The MRZ on these passports show as:

P<PS<JOHN<A<B<DOE<<MOMMY<<<<<<<<<<

Client has requested: SURNAME: DOE GIVEN NAME: JOHN A.B.

Name will be entered in CAIPS AS:

SURNAME: DOE

FIRST NAME: JOHN

MIDDLE NAME: A

OTHER NAME: B (flag # would be 4 for other given name).

*We will not input the Mothers name as the client's given name.

CEC Return Letter/Appendices

CITIZENSHIP AND IMMIGRATION
CENTRALIZED INTAKE OFFICE (CIO)
SYDNEY, NOVA SCOTIA

20 March 2013

Dear Sir/Madam:

The following refers to your Application for Permanent Residence in Canada under the Canadian Experience Class (CEC) Program.

A review of your application indicates you do not meet the requirement of the instructions with respect to the completion of your application or, the requirements of Regulation (R) 10 of the Immigration and Refugee Protection Act (IRPA) because:

- ❑ It is not accompanied by the original results of the English IELTS, CELPIP **or** the TEF French language proficiency assessment.
  Note: IELTS has two options for the reading and writing tests: "General Training" and "Academic". You must take the "General Training" option. TEF results must include the following components: comprehension écrite, comprehension orale, expression écrite and expression orale. Only test results from these testing agencies designated by CIC will be accepted. Language results must not be older than two years upon the date received at CIO.

- ❑ It is not accompanied by an acceptable English or French Language proficiency assessment for the following reasons:

  - ☐ Language test results must not be older than two years upon the date received at CIO.

  - ☐ **Original** language test results must be submitted.

  - ☐ IELTS has two options for the reading and writing tests: "General Training" and "Academic". You must take the "General Training" option.

  - ☐ TEF results must include the following components: comprehension écrite, comprehension orale, expression écrite and expression orale.

- ❑ Please see the highlighted items on the enclosed checklist or the enclosed Appendix.

Regulation (12) of IRPA states:

> *"If the requirements of sections 10 and 11 are not met, the application and all documents submitted in support of the application shall be returned to the applicant."*

As your application does not meet the requirements of Regulation (10) of IRPA, it is incomplete. It is being returned to you for this reason. Your application fee was not processed and is also being returned to you. Your application has not been received, and no record has been retained.

If you submit an application, please pay particular attention all the forms, information, documents, evidence, signatures, proof of language proficiency, and fees required. Applications missing any of these items are incomplete and will not be received. They will be returned to you.

In addition, please note that applications will be assessed according to the instructions in place at the time they are received.

Thank you for your interest in Canada.

Citizenship and Immigration
Centralized Intake Office
Sydney, Nova Scotia

Appendix A

NOTE: Payments must be made payable to the " Receiver General For Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT, HPM or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express).

___ The **incorrect fee** was received with your application. Please see below for required amount.

___ **No fee** was received with your application. Please see below for required amount.

___ The information provided on Form 5620 is incomplete. Please complete highlighted sections.

___ The credit card provided has now expired. Please provide an updated credit card or another form of acceptable payment.

___ The payment submitted with your application is not acceptable. You must submit one of the forms of payment identified above, directly to our office with your application.

___ The payment submitted with your application is not acceptable. You have included a receipt for fees paid directly to a financial institution. This method of payment is not valid for applications submitted to the Centralized Intake Office in Sydney, Nova Scotia after December 1, 2008. You must submit one of the forms of payment identified above, directly to our office with your application. To receive a refund for fees paid please contact the Visa Office where your fee payment was directed.

___ We do not accept personal cheques unless they are certified by a bank.

___ Your payment is stale-dated. It must have been issued within six months of your application.

___ The cheque/money order/draft/credit card_____

___ You have included a receipt for fees paid to a bank in Canada. Unfortunately, this method of payment is not valid for applications. You must submit one of the following forms of payment: certified cheque, bank draft, international money order, or credit card. To receive a refund for fees paid to a bank in Canada, please contact the HPM Production office by fax or mail:

HPM Production
Jean Edmonds Tower, North
300 Slater St., 4th Floor
Ottawa, ON K1A 1L1 Canada
fax: (613) 952-6399

The fee required to process your application is:

Processing Fee: $_____CAD
OR
Processing Fee plus
Right of Permanent Residence Fee* $_____CAD

PERMANENT RESIDENT FEES	Number of Persons	Fee	Total
PRINCIPAL APPLICANT	x 1	550.00	
SPOUSE OR COMMON LAW PARTNER AND EACH DEPENDANT CHILD OF 22 YEARS OF AGE AND OLDER	x ____	550.00	
EACH DEPENDANT CHILD OF LESS THAN 22 YEARS OF AGE	x ____	150.00	
RIGHT OF PERMANENT RESIDENCE FEE* (TO BE PAID BY PRINCIPAL APPICANT, SPOUSE OR COMMON LAW PARTNER)	x ____	490.00	

*The **Right of Permanent Residence Fee** (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can ***either*** be paid at the time the application is submitted ***or*** at any time prior to the issuance of the visa. It is recommended that you wait until the visa office requests the RPRF payment.

Appendix C

- ☐ You did not complete essential fields in the application form (IMM0008). Please complete the highlighted sections in the form.

- ☐ The Centralized Intake Office (CIO)-Sydney **only** accepts the following **categories** of applications under the Economic Class **Program** –Federal Skilled Worker, Provincial Nominee, Quebec Skilled Worker and Canadian Experience Class. If you have not already done so, clearly indicate under section one and two of the application the appropriate **program and category.** Applications that do not fall under the mentioned sections will be returned.

- ☐ You did not sign and/or date the Generic Application Form for Canada (IMM 0008)

- ☐ You did not complete essential fields in the Use of a Representative form (IMM5476). Please complete the highlighted sections in the form.

- ☐ You have checked the USE OF A REPRESENTATIVE on your document checklist. Please provide the necessary form and information for further processing of your application. (form: IMM 5476)

- ☐ You have listed someone on your application that does not seem to fall under the category of dependent. A dependent is someone who is the spouse or common-law partner of the principal applicant, a dependent child (biological or adopted) of the principal applicant or spouse or common-law partner, or is a dependent child of a dependent child. A child 22 years of age or older **may** or **may not** be considered a dependent. For more information visit www.cic.gc.ca

- ☐ You have provided CIC with two applications for permanent residence in Canada for both the principal applicant and spouse. Please indicate which applicant will be considered the principal applicant. Please note that the Generic application form for Canada is required for **ONLY** the principal applicant.

- ☐ The application for which you completed is no longer acceptable. In order to continue processing your application we require the following applications to be completed: **Application for Permanent Residence in Canada** [IMM 0008]; **Schedule A: Background Declaration Schedule** [IMM 5669 Schedule A]; **Schedule 8 Economic Classes** [IMM 0008 Schedule 8]. These applications can be found at: http://www.cic.gc.ca/english/information/applications/cec.asp

- ☐ You must submit the following form with your application:
  - ☐- Schedule A: Background Declaration/Schedule [IMM 5669 Schedule A] for all persons on the file (accompanying or not) over the age of 18
  - ☐- Schedule 8: Economic Classes [IMM 0008 Schedule 8]
  - ☐- Supplementary Information- Your Travels [IMM5562]
  - ☐- Additional Dependants/Declaration form [IMM 0008DEP]
  - ☐- Additional Family Information [IMM 5406]

- ☐ Please include the appropriate four digit National Occupations Classification (NOC) codes for each of your specified work experiences. For more information on NOC codes visit: http://www5.hrsdc.gc.ca/NOC/

- ☐ The Generic Application form (IMM 0008) must include all necessary information for; the principal applicant; the spouse, the common-law partner and; each child **whether they are accompanying or not.**
  Kindly complete the Generic Application form and include information for _____
  _____.

Inserts

Insert to Be Used When Client Supplies Passport as Proof of Birth for India

Please note, we do not accept passports as proof of birth, therefore we are unable to accept details from passport. We do accept secondary school records that contain the following:

1) Applicant's name
2) Date of birth
3) Name of parent/parents

If you are not able to provide a birth certificate with all 3 criteria, we require an affidavit stating all of this information or that a birth certificate cannot be attained.

Insert for when Client does not provide A Birth Cert or Secondary School Records for India

If you are unable to provide a birth certificate or secondary school records that indicate your date of birth and parentage, please provide an affidavit that has the following information:

1) Name of client
2) Date of birth of client
3) Parents names (mother, father or both is acceptable)

Insert for When Client Provides Secondary School Records that do not Contain All Necessary Information for India

Please note: the birth certificate (secondary, matriculation or school leaving forms) provided as the clients birth certificate requires all of the following information on one form:

1. Name of client
2. Date of birth for the client
3. Parent's name (either mother, father or both is acceptable)

These inserts are on the G-Drive. You only copy and paste the insert you need (minus the title) onto a blank word document to print.

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- Appendix-Insert-India Birth Docs

000191

Who is a Dependant?

FAMILY MEMBERS INCLUDE A SPOUSE, A COMMON-LAW PARTNER, DEPENDENT CHILDREN, AND DEPENDENT CHILD OF A DEPENDENT CHILD:

TERM	DEFINITION
SPOUSE	REFERS TO EITHER OF THE TWO PERSONS (OPPOSITE OR THE SAME SEX) IN A LEGALLY-RECOGNIZED MARRIAGE.
A COMMON-LAW PARTNER	REFERS TO A PERSON WHO IS LIVING IN A CONJUGAL RELATIONSHIP WITH ANOTHER PERSON (OPPOSITE OR SAME SEX), AND HAS DONE SO CONTINUOUSLY FOR A PERIOD OF AT LEAST ONE YEAR. A CONJUGAL RELATIONSHIP EXISTS WHEN THERE IS A SIGNIFICANT DEGREE OF COMMITMENT BETWEEN TWO PEOPLE. COMMON-LAW PARTNERS MUST ATTACH ANY DOCUMENTS THAT SHOW THEY ARE IN A COMMITTED AND GENUINE RELATIONSHIP, FOR EXAMPLE EVIDENCE THAT THEY SHARE THE SAME HOME, THAT THEY SUPPORT EACH OTHER FINANCIALLY AND EMOTIONALLY, THAT THEY HAVE HAD CHILDREN TOGETHER, OR THAT THEY PRESENT THEMSELVES IN PUBLIC AS A COUPLE. COMMON-LAW PARTNERS WHO ARE UNABLE TO LIVE TOGETHER OR APPEAR IN PUBLIC TOGETHER BECAUSE OF LEGAL OR CULTURAL RESTRICTIONS IN THEIR HOME COUNTRY MAY STILL QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION. COMMON-LAW PARTNERS THAT MEET THE CONDITIONS OUTLINED ABOVE BUT WHO HAVE BEEN SEPARATED FOR REASONS BEYOND THEIR CONTROL (FOR EXAMPLE, CIVIL WAR OR ARMED CONFLICT) MAY QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION.
DEPENDENT CHILDREN	REFERS TO THE CHILDREN OF THE PRINCIPAL APPLICANT OR OF THE PRINCIPAL APPLICANT'S SPOUSE OR COMMON-LAW PARTNER. THEY MUST: • BE UNDER THE AGE OF 22 AND NOT HAVE A SPOUSE OR COMMON-LAW PARTNER; OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT AND HAVE BEEN CONTINUOUSLY ENROLLED AND IN ATTENDANCE AS FULL-TIME STUDENTS IN A POST-SECONDARY INSTITUTION ACCREDITED BY THE RELEVANT GOVERNMENT AUTHORITY SINCE BEFORE THE AGE OF 22 (OR SINCE MARRYING OR ENTERING INTO A COMMON-LAW RELATIONSHIP, IF THIS HAPPENED BEFORE THE AGE OF 22); OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT SINCE BEFORE THE AGE OF 22 AND BE UNABLE TO PROVIDE FOR THEMSELVES DUE TO A MEDICAL CONDITION.
DEPENDENT CHILD OF A DEPENDENT CHILD	• REFERS TO CHILDREN OF DEPENDENT CHILDREN OF THE PRINCIPAL APPLICANT OR THOSE OF HIS OR HER SPOUSE OR COMMON-LAW PARTNER.

Merge Template

If you search a client and GCMS gives you two client ID's you will have to send an email to QRC.

The email is sent to QRC-MERGES@cic.gc.ca

Subject line should read: FOSS MERGE REQUEST PR.

MERGE REQUEST TEMPLATE TO BE PASTED INTO AN E-MAIL

HELLO: PLEASE COMPLETE THE FOLLOWING MERGE:

LAST NAME, FIRST NAME –

DATE OF BIRTH –

COUNTRY OF BIRTH –

DUPLICATE FOSS ID NUMBERS (NO HYPHENS/NO SCREENSHOTS) -

PREFERRED ID-

REASON FOR THIS ID -

Thank you,

This Template is located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- Z-Merge Request Template

Undisclosed Rep Procedures

An **undisclosed rep** is a representative who does not want you to know that they have helped the principal applicant out with their application forms. Undisclosed reps usually try to hide they had any involvement with the application because we are legally not allowed to conduct business with them.

1. Open file (organize)

2. Check for rep form (IMM5476 or IMM5474)

3. Check **mailing address**; you are basically looking for a mailing address that doesn't make sense for a client to use unless they have a paid rep on file; (look for something in mailing address to indicate that client may have an undisclosed rep; such as; **"c/o"** , **"advocate"**, **"suite #"**, etc. *Note; keep in mind that clients are allowed to use other mailing address such as family or friends, if you come across a "c/o Danielle Smith, it is useful to have a quick look at the additional family information page to see if Danielle Smith is in fact a member of the PA's family.*

4. Check **email address** (look for something in email address to indicate that client may have an undisclosed rep on file; such as the name in email not matching the principal applicant on file. For example principal applicant name on file is- Patel, Kaur, however email address is; mark@immigrationspecialist.com. It is also important to pay attention to "tell" words in email such as "immigration", "law", "advocate", etc.

5. You may have an idea whether or not you **suspect** an undisclosed rep. If you do suspect an undisclosed rep, it may be useful to have a quick look on the client's **original mailing envelope** to see if more info concerning mailing address is present.

6. If you suspect an undisclosed rep, you can go onto the **G-Drive** under **CIO mailroom**, go to **suspected reps** and try to verify your suspected rep. Whether or not you can verify your suspected rep you should complete the next step to follow as well.

7. Go onto Google website, type in the mailing address from application. See if anything concerning your address pops up in regards to immigration. For example; you type in;

   C/O Dawn Rose, 151 Red Street, Suite 121, BC, Canada, Google will provide pages related to your search...look at the pages Google brings up and see if you can match up the mailing address on application, email address on application and possibly phone number on application. If you can link the mailing address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

8. If you have done a Google search for mailing address on application but cannot find a match/link, you can **Google the email address** provided on application. If you don't get a match via email you can move around the email address a bit, for example; mark@immigrationspecialist.com entered on Google; no match/link,

You could try to Google; markimmigrationspecialist; no match/link,
You could try; immigrationspecialist.com and so on until you've exhausted your possibilities searching email. If you can link the email address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

9. After performing your Google search on mailing/email address you only have two options;
   1. You have not found a match/link between mailing address/email address/phone # on Google; in this case you must let application go through as normal. You must let your suspicions go and process as normal.

   2. You have found a match/link between the mailing address/email address on application and Google search websites; you know that there is an undisclosed rep on file. By this point, you should already have Google web page printed out and attached to file. You must finish completeness checking application as per regular procedures. If the file would have been a **return**, attach any relevant appendix to application and give file to team leader, making sure that undisclosed rep info is on the top and appendix directly follows. If the file is **complete,** make sure that undisclosed rep info is on the top of the file and give file to team leader.

Procedures for Returning Original Docs

1. When you receive an original "old" document, we will now be making a copy of that document and placing the copy on file and returning the original with the attached letter. These originals would consist of original passports, original marriage certificates that are yellowed, ragged and wrinkled, original credit cards, original sin cards, etc. (documents that look irreplaceable) these do not include identity documents from India or any other regular identity document unless again they look irreplaceable. These documents should be easy to spot as they are very old looking. If you are unsure if a document should be returned, please do not hesitate to contact one of the team leaders.

   This letter can be located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- CEC folder
- z-Ltr-ENG- return original docs

2. Please note if your file is complete you will have to enter a note in GCMS stating that you returned an original document on a complete file; (please see " useful notes" below for an example of what note your note should say.

Note for files that are complete but have had an original doc returned to them;

Please note; PA provided original documents. Documents included were birth cert (for spouse and PA), marriage registration cert... All of these original docs have been sent back to mailing address on file as of INSERT DATE. A photocopy of each of these documents remains on complete application.

You will need to make appropriate changes to note to list what original documents were received and you returned back to client.

You will only be returning original documents that appear to be old and irreplaceable (usually yellowed, ripped, etc...), original passports, driver's license, ID cards, etc... All other original documents will follow the procedures on page 2 of this manual.

000196

Applications and Required Documents

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

CIC SYDNEY

FEB 06 2013

CIO MAILROOM

PROTECTED WHEN COMPLETED - B

650 on from
NO REP
PA 550

GENERIC APPLICATION FORM FOR CANADA

APPLICATION DETAILS

1 Program under which you are applying	2 Category under which you are applying	Processing validated
Economic	Canadian Experience Class	Yes

3 How many family members, including you, are in this application (see instructions guide)?	4 Immigration Office requested for processing this application
1	Sidney, Nova Scotia CPC

5 Language preference for: a) Correspondence	b) Interview	c) Interpreter requested	6 Where do you intend to live in Canada? a) Province/Territory	b) City/Town
English	English	No	ON	Toronto

7 a) Have you received your Certificat de Sélection du Québec (CSQ)?	b) If yes, please indicate the number	c) If no, when did you apply for your CSQ?
☐ No ☐ Yes		YYYY-MM-DD

PERSONAL DETAILS

1 Full Name – Family name(s) (exactly as shown on your passport or travel document)	Given name(s) (exactly as shown on your passport or travel document)

2 Have you ever used any other name (e.g. Nickname, maiden name, alias, etc.)? ☑ No ☐ Yes

Family name(s) | Given name(s)

3 UCI	4 Sex	5 Height				6 Eye colour
	Female	▶	cm	OR	ft. in.	Brown

7 Date of Birth	8 Place of Birth – City/Town	Country
DD MM YYYY		Brazil

9 Citizenship(s)

1) ▶ Brazil 2) ▶

10 Current country of residence:

Country	Status	Other	From	To
Canada	Worker		YYYY-MM-DD	YYYY-MM-DD

11 Date and place of your last entry to Canada ▶	Date	Place
	YYYY-MM-DD	USA

12 Previous countries of residence: During the past five years have you lived in any country other than your country of citizenship or your current country of residence (indicated above) for more than six months? ☑ No ☐ Yes

Country	Status	Other	From	To
			YYYY-MM-DD	YYYY-MM-DD
			YYYY-MM-DD	YYYY-MM-DD

Applicant Name

13 a) Your current marital status: Single ✓

b) (If you are married or in a common-law relationship) Provide the date on which you were married or entered into the common-law relationship ▶ Date: YYYY-MM-DD

c) Provide the name of your current spouse/common-law partner

Family name(s) | Given name(s)

14 **Have you previously been married or in a common-law relationship?** ☑ No ☐ Yes

Provide the following details for your previous spouse/common-law partner:

Family name(s) | Given name(s)

Type of relationship | From: YYYY-MM-DD | To: YYYY-MM-DD

CONTACT INFORMATION

1 **Current mailing address**

- All correspondence will go to this address unless you indicate your e-mail address below.
- Indicating an e-mail address will authorize all correspondence, including file and personal information, to be sent to the e-mail address you specify.
- If you wish to authorize the release of information from your application to a representative, indicate their e-mail and mailing address(es) in this section and on the IMM5476 form.

P.O. box	Apt./Unit	Street no.	Street name

City/Town	Country	Province/State	Postal code	District
TORONTO	Canada	ON	M5A 0B1	

2 **Residential address** Same as mailing address? ☐ No ☑ Yes

Apt./Unit	Street no.	Street name	City/Town

Country	Province/State	Postal code	District

3 **Telephone no.** ☑ Canada/US ☐ Other

Type	Country Code	No.	Ext.
Cellular			

4 **Alternate Telephone no.** ☑ Canada/US ☐ Other

Type	Country Code	No.	Ext.
Residence			

5 **Fax no.** ☑ Canada/US ☐ Other

Country Code	No.	Ext.

6 **E-mail address**

PASSPORT

1 Do you have a valid passport/travel document? ☐ No ☑ Yes

2 Passport/travel document number (exactly as shown on your passport or travel document)	3 Country/Authority	4 Issue date	5 Expiry date
	Brazil ✓	YYYY-MM-DD	YYYY-MM-DD

NATIONAL IDENTITY DOCUMENT

1 Do you have a national identity document? ☐ No ☑ Yes

2 Document number	3 Country of issue	4 Issue date	5 Expiry date
	Brazil	YYYY-MM-DD	YYYY-MM-DD

Applicant Name

Date of Birth

EDUCATIC CCUPATION DETAIL

1 Highest level of education	2 Number of years of education in total

3 Current occupation	4 Intended occupation

LANGUAGE DETAIL

1 a) Native language	b) If your native language is not English or French, which one do you use most frequently?	2 Are you able to communicate in English and/or French?
Portuguese, Brazil	English	English

Applicant Name
PAGE 4 of 5
Date of birth

Applicant Name

Date of Birth

CONSENT AND DECLARATION OF APPLICANT

Consent to release information to intended province/territory of destination

I, (first name, last name) _____ on behalf of myself and all dependants included in this application, authorize Citizenship and Immigration Canada to share the information collected in this application as well as supporting documentation with Provincial and Territorial authorities with responsibility for immigration for the purposes of the *Immigration and Refugee Protection Act*.

I agree that the information contained in this application related to my intended occupation, education and work experience may be shared with prospective employers in order to assist them in hiring workers.

☐ No ☑ Yes

Consent to release information for Evaluation purposes

This declaration covers the information I have provided on this form and all the information submitted in my application as well as in the attached schedules and accompanying documents.

I understand that any false statements or concealment of a material fact may result in my exclusion from Canada and may be grounds for my prosecution or removal.

I also understand that should I be found to be inadmissible for misrepresentation under section 127 of the *Immigration and Refugee Protection Act*, I may be barred from entering Canada for a period of two years following a final determination of my inadmissibility or, if this determination is made in Canada following my removal from Canada.

I understand that if I wish to work in a regulated occupation, it is my responsibility to obtain information on the licensing requirements from the appropriate regulatory body in Canada and that should I be issued a visa for Canada, I am not guaranteed employment in Canada in my occupation or in any other occupation.

I understand that should I be issued a visa for Canada, conditions may be imposed on me at the time of its issuance and that I will be required to meet them.

I understand all the foregoing statements, having asked for and obtained an explanation on every point that was not clear to me.

I realize that once this document has been completed and signed, it will form part of my Immigration Record and will be used to verify my family details on future applications.

I will immediately inform the visa office where I submitted my application if any of the information or the answers provided in my application forms change.

Declaration of applicant

I declare that the information I have given in this application is truthful, complete and correct.

_____ _____

Signature of Applicant or Parent/Legal Guardian for a person less than 18 years of age. Date: YYYY-MM-DD

IMPORTANT NOTE:

This application must be signed and dated before it is submitted.

Do not forget to include: photos, fees (if applicable), and any other documents required by the visa office. Review application guide and kit for more information and verify you have completed all of the required documents as per the document checklist.

The information you provide on this form is collected under the authority of the Immigration and Refugee Protection Act to determine if you may be admitted to Canada. It will be stored in Personal Information Banks (PPU 042 entitled Immigrant Case File and PPU 009 entitled Refugee Claim in Canada Case File and PPU 053 entitled Permanent Resident Data System) CIC. The information may be shared with other Canadian government institutions such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS), and foreign governments in accordance with subsection 8(2) of the Privacy Act. Information may also be disclosed to foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation where such sharing of information may not put the individual and or his/her family at risk. Information may also be systematically validated by other Canadian government institutions under the terms of an agreement or arrangement for the purposes of validating status and identity to administer their programs. In accordance with the Privacy Act and the Access to Information Act, individuals have a right to access, correction and protection of their personal information. Details on these matters are available at the Info Source website (http://infosource.gc.ca) and through the Citizenship and Immigration Canada Call Centre.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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SCHEDULE A
BACKGROUND / DECLARATION

The principal applicant, his or her spouse or common-law partner, if applicable, and all dependent children aged 18 years or older listed in the application for permanent residence must complete their own copy of this form.

If there is not enough space to provide all the necessary information, attach to this form a separate sheet of paper with further details. Print your name at the top of each additional sheet and indicate the form's title and the number of the question you are answering.

Before you start completing this form, make enough photocopies for your needs. You can also print all or part of this form from our Web site at www.cic.gc.ca.

BEFORE YOU START, READ THE INSTRUCTION GUIDE
TYPE or PRINT in black ink

[✓] The principal applicant [ ] The spouse, common-law partner [ ] A dependent child aged 18 years or older of the principal applicant

1. **Your full name**
   Family name:
   Given name(s):

2. **Your full name written in your native language or script** (e.g., Arabic, Cyrillic, Chinese, Korean, Japanese characters or Chinese commercial/telegraphic code)

3. **Your date of birth**

4. **Personal details of your father**
   Family name:
   Given name(s):
   Date of birth:
   Town/City of birth:
   Country of birth:
   Date of death, if deceased: Year "NA" Month "NA" Day "NA"

5. **Personal details of your mother**
   Family name at birth:
   Given name(s):
   Date of birth:
   Town/City of birth:
   Country of birth:
   Date of death, if deceased: Year "NA" Month "NA" Day "NA"

6. **Have you, or, if you are the principal applicant, any of your family members listed in your application for permanent residence in Canada, ever:**

	YES	NO
a) been convicted of a crime or offence in Canada for which a pardon has not been granted under the *Criminal Records Act of Canada*?	[ ]	[✓]
b) been convicted of, or are you currently charged with, on trial for, or party to a crime or offence, or subject of any criminal proceedings in any other country?	[ ]	[✓]
c) made previous claims for refugee protection in Canada or at a Canadian visa office abroad, in any other country or countries, or with the United Nations High Commissioner for Refugees (UNHCR)?	[ ]	[✓]
d) been refused refugee status, an immigrant or permanent resident visa (including a *Certificat de sélection du Québec* (CSQ)) or application to the *Provincial Nominee Program*) or visitor or temporary resident visa, to Canada or any other country?	[ ]	[✓]
e) been refused admission to, or ordered to leave, Canada or any other country?	[ ]	[✓]
f) been involved in an act of genocide, a war crime or in the commission of a crime against humanity?	[ ]	[✓]
g) used, planned or advocated the use of armed struggle or violence to reach political, religious or social objectives?	[ ]	[✓]
h) been associated with a group that used, uses, advocated or advocates the use of armed struggle or violence to reach political, religious or social objectives?	[ ]	[✓]
i) been member of an organization that is or was engaged in an activity that is part of a pattern of criminal activity?	[ ]	[✓]
j) been detained, incarcerated or put in jail?	[ ]	[✓]
k) had any serious disease or physical or mental disorder?	[ ]	[✓]

If your answer to any of these questions is YES, provide details below.

"NA"

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants.

7. Education

Give the number of years of school you successfully completed for each of the following levels of education.

[ ] Elementary/ primary school | [ ] Secondary/ high school | University/ college | ["NA"] Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. Personal history

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example, unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. Membership or association with organizations

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country
"NA"		"NA"		"NA"	"NA"	"NA"	"NA"

10. Government positions

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held
"NA"		"NA"		"NA"	"NA"	"NA"

IMM 5669 (07-2011) E

7. **Education**

Give the number of years of school you successfully completed for each of the following levels of education.

Elementary/ primary school	Secondary/ high school	University/ college	Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. **Personal history**

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example, unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. **Membership or association with organizations**

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country

10. **Government positions**

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held

IMM 5669 (09-2011) E

11. Military service

Provide below details of military service for each of the countries in whose armed forces you served.
Write "NONE" in the box if you have not undertaken military service.

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

12. Addresses

List all addresses where you have lived since your 18th birthday. Do not use P.O. box addresses.

From Y	From M	To Y	To M	Street and number	City or town	Province, State or District	Country

Authority to disclose personal information

By submitting this form, you consent to the release to Canadian government authorities of all records and information any government authority, including police, judicial and state authorities in all countries in which you have lived may possess on your behalf concerning any investigations, arrests, charges, trials, convictions and sentences. This information will be used to assist in evaluating your suitability for admission to Canada or remaining in Canada pursuant to Canadian legislation.

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

Signature _____ Date _____

DO NOT COMPLETE THE FOLLOWING SECTION NOW. YOU MAY BE ASKED TO SIGN IN THE PRESENCE OF A REPRESENTATIVE OF THE CANADIAN GOVERNMENT OR AN OFFICIAL APPOINTED BY THE CANADIAN GOVERNMENT.

Solemn declaration

I, _____, do solemnly declare that the information I have given in the foregoing application is truthful, complete and correct, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath.

Interpreter declaration

I, _____, do solemnly declare that I have faithfully and accurately interpreted in the _____ language the content of this application and any related forms to the person concerned.

I have been informed by the person concerned, and I do verily believe, that he or she completely understands the nature and effect of these forms, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as is made under oath.

Signature of applicant _____

Signature of interpreter _____

Declared before me at _____ this _____ day of _____ of the year _____

Canadian Government official

Name ▶ _____ (Please print or type)

Signature ▶ _____

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence. It will be stored in Personal Information Banks (PPU 039 entitled Overseas Immigration Case File and PPU 042 entitled Immigrant Case File). It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the provisions of the *Privacy Act* and the *Access to Information Act*, individuals have the right to protection of and access to their personal information. Details on these matters are available at the Infosource website (http://infosource.gc.ca) and are also available at public libraries across Canada.

IMM 5669 (07-2011) E

You will need a Schedule A for everyone on the application that is 18 years of age or older.

Citizenship and Citoyenneté et

PAGE 1 OF 2
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SUPPLEMENTARY INFORMATION
Your travels

5562
(05-2004)
English

The principal applicant must complete this form.

If there is not enough space to provide all the necessary information, use an extra sheet of paper. Print your name and the form's title on the additional sheet.

FOR OFFICE USE ONLY

1 - Your full name

Family name

Given name(s)

2 - List all trips you, and if applicable, your family members have taken outside your country of origin or of residence in the last ten years (or since your 18th birthday if this was less than ten years ago). Include all trips: tourism, business, training, etc. If you or your family member did not travel outside of your country during this period, check "did not travel".
For example:

04-2004	04-2004	6 days	Madrid, Spain	Business

a) You ☑ **did not travel**

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

b) Your spouse or common-law partner ☐ **did not travel**

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

c) Your dependent child 18 years old or older ☑ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

d) Your dependent child 18 years old or older ☑ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

e) Your dependent child 18 years old or older ☑ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence according to the requirements of the Act. It will be retained in Personal Information Bank CIC PPU 039 entitled Overseas Immigration Case File identified in **Infosource**. It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5562 (05-2004) E

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PAGE 1 OF 2

CHEDULE 8
ECONOMIC CLASSES - CANADIAN EXPERIENCE CLASS

The principal applicant must complete this form.

Before you start completing this form, make enough photocopies for your needs. You can also print all or part of this form from our Web site at www.cic.gc.ca.

If there is not enough space to provide all the necessary information, attach to this form a separate sheet of paper with further details. Print your name at the top of each additional sheet and indicate the form's title and the number of the question you are answering.

1. **Your full name**

Family Name

Given Name(s)

2. **Your date of birth**

3. **Work in Canada**

Have you previously worked in Canada on a full-time (or equivalent) basis?

☐ No ☒ Yes ▶ Check one box to indicate the period of time:

☐ less than one year ☒ 1 year or more ☐ 2 years or more

4. **Language**

Which will be your first official language in Canada?

☒ English ☐ French

Have you taken a test from a designated testing agency to assess your proficiency in English or French?

☒ Yes ▶ Provide a copy of the test results from the designated agency for speaking, listening, reading and writing.

☐ No

Note: For your application to be eligible for processing, you must include the results of your official language proficiency test. Your language test results must not be more than two years old at the time you apply.

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants.
(DISPONIBLE EN FRANÇAIS - IMM 0008 F - ANNEXE 8)

Canada

5. Your Work Experience in Canada

Start with your current occupation, list your occupations within the 3 years preceding the date of your application. For each occupation, identify the dates of employment, your occupation, the appropriate National Occupational Classification (NOC) code, the name of your employer, a description of your main duties and your weekly hours.

From Y M D	To Y M D	Occupation	NOC	Employer	Main duties	Weekly Hours
			3111			35
			3111			35

Were you a full-time student during any of the above listed periods?

☒ No ☐ Yes ▶ Give details:

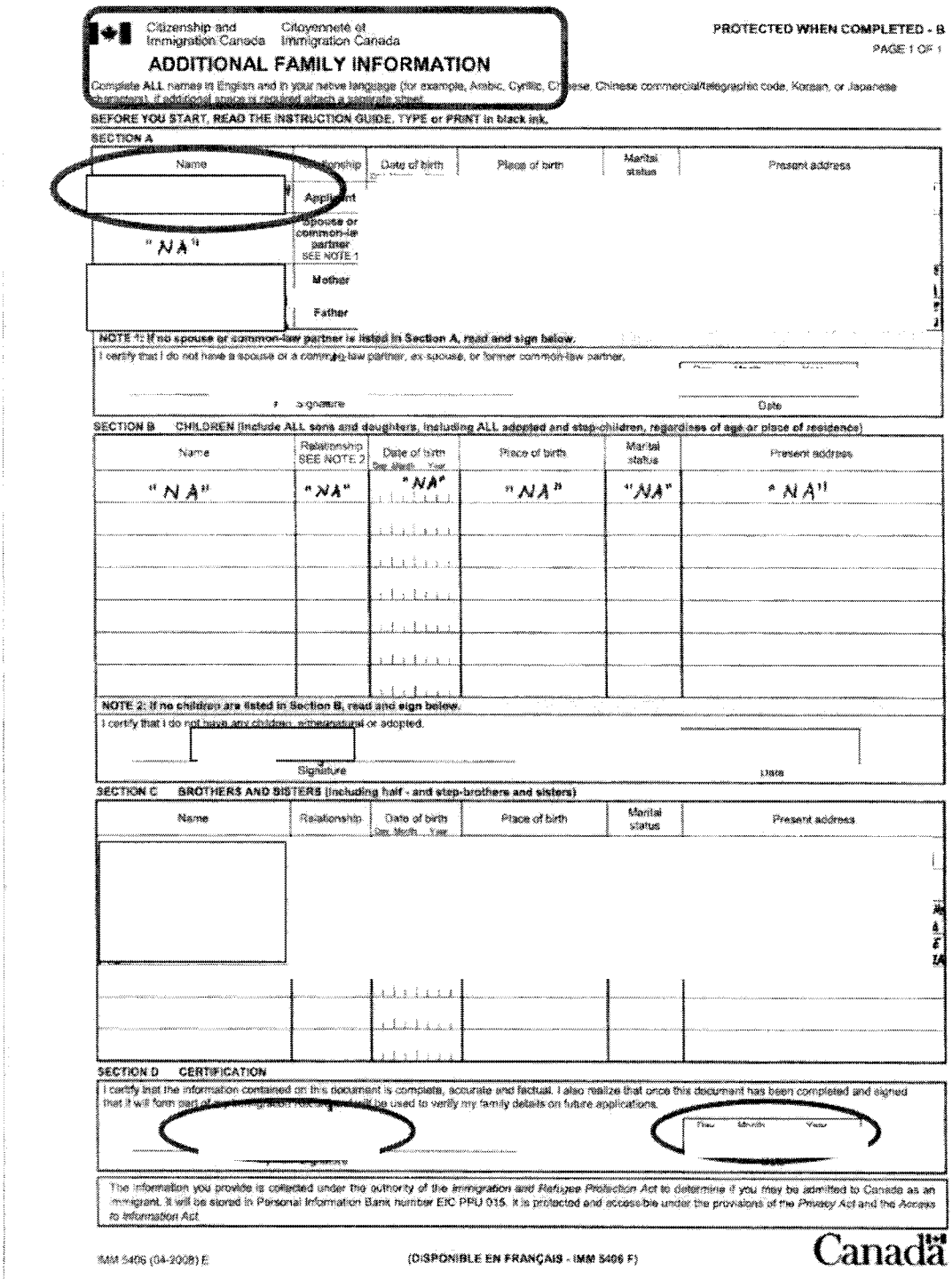
Were you self-employed during any of the above listed periods?

☒ No ☐ Yes ▶ Give details:

Signature

Date Y M D

IMM 0008 (01-2013) E
SCHEDULE B



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PAGE 1 OF 1

ADDITIONAL FAMILY INFORMATION

Complete ALL names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). If additional space is required attach a separate sheet.

BEFORE YOU START, READ THE INSTRUCTION GUIDE. TYPE or PRINT in black ink.

SECTION A

Name	Relationship	Date of birth	Place of birth	Marital status	Present address
	Applicant				
"NA"	Spouse or common-law partner SEE NOTE 1				
	Mother				
	Father				

NOTE 1: If no spouse or common-law partner is listed in Section A, read and sign below.

I certify that I do not have a spouse or a common-law partner, ex-spouse, or former common-law partner.

Signature Date

SECTION B CHILDREN (include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Name	Relationship SEE NOTE 2	Date of birth Day Month Year	Place of birth	Marital status	Present address
"NA"	"NA"	"NA"	"NA"	"NA"	"NA"

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have any children, either natural or adopted.

Signature Date

SECTION C BROTHERS AND SISTERS (including half - and step-brothers and sisters)

Name	Relationship	Date of birth Day Month Year	Place of birth	Marital status	Present address

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of [illegible] and will be used to verify my family details on future applications.

Signature Day Month Year

The information you provide is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as an immigrant. It will be stored in Personal Information Bank number CIC PPU 015. It is protected and accessible under the provisions of the *Privacy Act* and the *Access to Information Act*.

IMM 5406 (04-2008) E (DISPONIBLE EN FRANÇAIS - IMM 5406 F) Canada

You will need an Additional Family Info form for everyone on the application that is 18 years of age or older.

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IMM 5476 (03-2012) E

USE OF A REPRESENTATIVE

You do not need to hire an immigration representative, it is your choice. No one can guarantee the approval of your application. All the forms and information that you need to apply are available free at www.cic.gc.ca.

A representative is someone who has provided advice or guidance to you prior to submitting your application, following the submission of your application, and/or someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA). You may have **one** representative only. If you appoint an additional representative, the previous representative will no longer be authorized to conduct business on your behalf and receive information on your case file.

I am:

- ☐ appointing a representative. **Complete Sections A, B and D.**
- ☐ cancelling the appointment of a representative. **Complete Section A, C and D.**

SECTION A: APPLICANT INFORMATION

1. **Your full name**
   Family name (Surname)
   Given name(s)
2. **Your date of birth** Year / Month / Day
3. **If you have already submitted your application:**
   Name of office where the application was submitted
   Location of office
   Type of application (permanent residence, extension of study permit, etc.)
4. **Your Citizenship and Immigration Canada identification number (if known)**
   Client Identification (ID) or Unique Client Identifier (UCI) number

SECTION B: APPOINTMENT OF REPRESENTATIVE

- I authorize the following individual to serve as my representative and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.
- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file and that of my dependent children under 18 years of age to my representative. This authorization is in accordance with the *Privacy Act*.
- I am aware that any information which would be subject to exemption, if I had the right of access under the *Privacy Act* or the *Access to Information Act*, will likely not be released.

5. **Your representative's full name**
   Family name (Surname)
   Given name(s)
6. **Your representative** (choose one)

is UNCOMPENSATED and is a:

- ☐ family member or friend
- ☐ member of a non-governmental or religious organization
- ☐ member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a Canadian provincial or territorial law society, or the *Chambre des notaires du Québec*
- ☐ other

is or will be COMPENSATED and is a member in good standing of:

- ☐ the Immigration Consultants of Canada Regulatory Council (ICCRC)
  - ▶ Membership ID number
- ☐ a Canadian provincial or territorial law society
  - ▶ Which province or territory?
  - ▶ Membership ID number
- ☐ the *Chambre des notaires du Québec*
  - ▶ Membership ID number

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants
(DISPONIBLE EN FRANÇAIS - IMM 5476 F)

Canada

7. Your representative's contact information

Name of firm or organization (if applicable)

Mailing address

Postal code/ZIP

Telephone number | Country code ( ) | Area code ( ) | Number

Fax number | Country code ( ) | Area code ( ) | Number

E-mail address (if applicable)

By indicating your representative's e-mail address, you are hereby authorizing Citizenship and Immigration Canada to transmit your file and personal information to this specific e-mail address.

8. Your representative's declaration:

- I declare that the information in section B is truthful, complete and correct.
- I understand and accept that I am the person appointed by the applicant to conduct business on the applicant or sponsor's behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

Signature of representative

Date (Year / Month / Day)

SECTION C: CANCEL THE APPOINTMENT OF A REPRESENTATIVE

I withdraw my authorization for this person to serve as my representative, to receive information on my case file and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

9. Your representative's full name

Family name (Surname)

Given name(s)

Name of firm or organization (if applicable)

SECTION D: YOUR DECLARATION

10.

- I declare that the information I have given is truthful, complete and correct.
- I understand all the foregoing statements, having asked for and obtained an explanation for every point that was not clear to me.

Signature of applicant

Date (Year / Month / Day)

Signature of spouse or common-law partner (if applicable)

Date (Year / Month / Day)

Warning! It is a serious offence to give false or misleading information on this form.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used in assessing your application according to the requirements of the Act. It will be retained in a Personal Information Bank identified in **Infosource**. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security and Intelligence Service (CSIS), where there is an agreement or arrangement with a foreign government, in accordance with subsection 8(2) of the *Privacy Act*. Pursuant to the *Immigration and Refugee Protection Regulations*, the information may also be shared with a regulatory body that is responsible for governing or investigating the conduct of representatives, such as a provincial and territorial law society, the *Chambre des Notaires du Québec* and the Immigration Consultants of Canada Regulatory Council (ICCRC). Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5476 (09-2012) E

This is only necessary if there is an Authorized Paid Rep or an Unpaid Rep.
Clients do not need to use a rep.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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PAGE 1 OF 1

SCHEDULE 4
ECONOMIC CLASSES - PROVINCIAL NOMINEES

All Provincial Nominee principal applicants **must** complete this form.

Provincial Nominees nominated under a **business, entrepreneur, or self-employed stream/category** must also complete **Schedule 4A**.

1. **Your full name**

Family name: [redacted]

Given name(s): [redacted]

2. **Your date of birth**

3. **Which provincial government has nominated you?**

MANITOBA

Provincial stream/category:

ECONOMIC / PROVINCIAL NOM.

4. **Funds**

Amount of unencumbered transferable and available funds you have, in Canadian dollars: $

Declaration

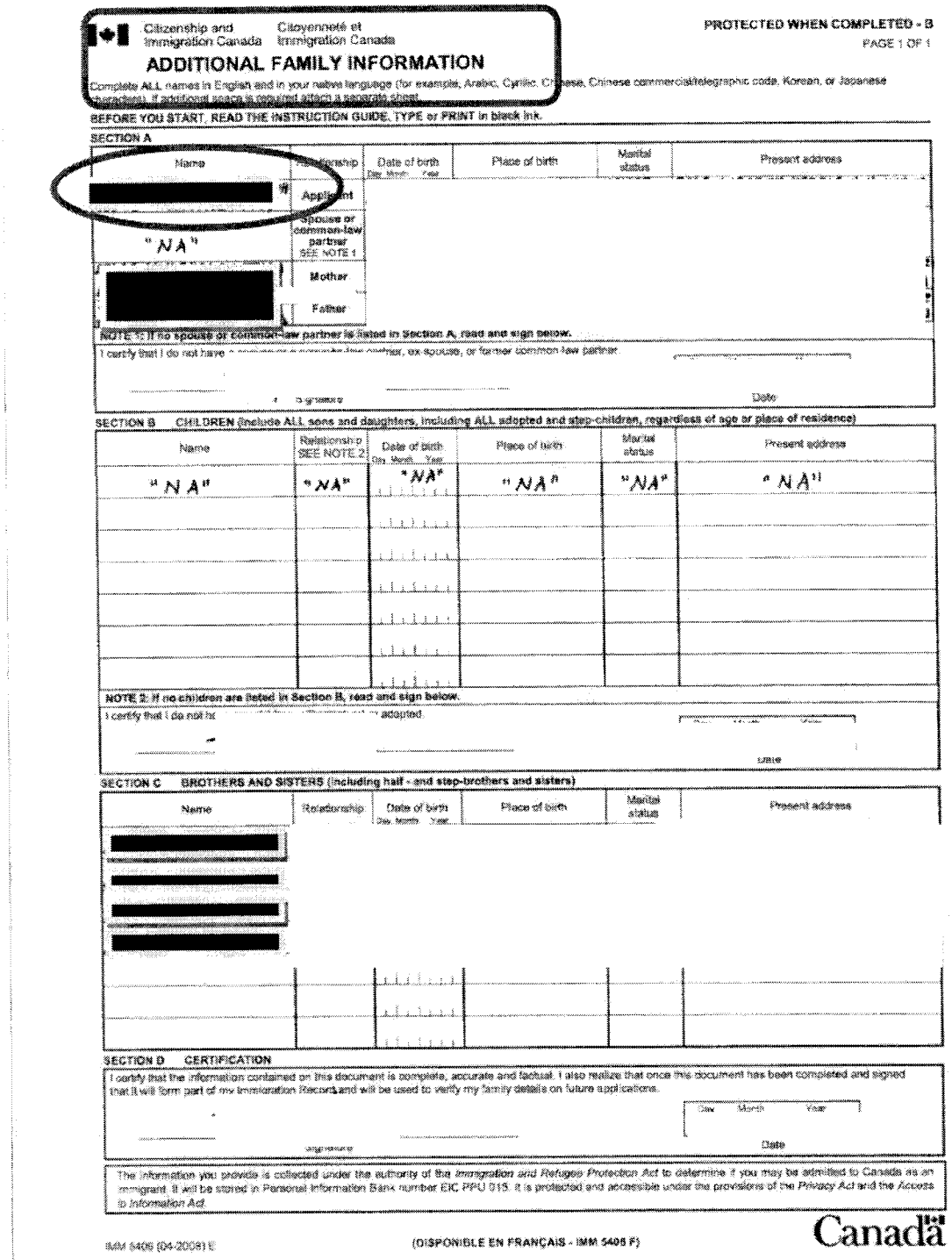
I declare that my family members and I intend to live in the Province that nominated me.

I understand that my participation in an immigration-linked passive investment scheme (as defined in the *Immigration and Refugee Protection Regulations*) could exclude me from consideration as a member of the Provincial Nominee Class.

I authorize the Government of Canada to share all necessary information respecting my application for permanent residence in Canada, including the status of the application decision, with officials of the provincial government that nominated me.

Signature

Date



Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

ADDITIONAL FAMILY INFORMATION

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Complete ALL names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). If additional space is required, attach a separate sheet.

BEFORE YOU START, READ THE INSTRUCTION GUIDE. TYPE or PRINT in black ink.

SECTION A

Name	Relationship	Date of birth (Day, Month, Year)	Place of birth	Marital status	Present address
[redacted]	Applicant				
"NA"	Spouse or common-law partner SEE NOTE 1				
[redacted]	Mother				
	Father				

NOTE 1: If no spouse or common-law partner is listed in Section A, read and sign below.

I certify that I do not have a [illegible] partner, ex-spouse, or former common-law partner.

Signature _____ Date _____

SECTION B CHILDREN (Include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Name	Relationship SEE NOTE 2	Date of birth (Day, Month, Year)	Place of birth	Marital status	Present address
"NA"	"NA"	"NA"	"NA"	"NA"	"NA"

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have [illegible] adopted.

Signature _____ Date _____

SECTION C BROTHERS AND SISTERS (Including half - and step-brothers and sisters)

Name	Relationship	Date of birth (Day, Month, Year)	Place of birth	Marital status	Present address
[redacted]					
[redacted]					
[redacted]					
[redacted]					

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of my Immigration Record and will be used to verify my family details on future applications.

Signature _____ Day Month Year _____ Date

The information you provide is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as an immigrant. It will be stored in Personal Information Bank number CIC PPU 015. It is protected and accessible under the provisions of the *Privacy Act* and the *Access to Information Act*.

IMM 5406 (04-2008) E (DISPONIBLE EN FRANÇAIS - IMM 5406 F) Canada

You will need an Additional Family Info form for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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IMM 5476 (03-2012) E

USE OF A REPRESENTATIVE

You do not need to hire an immigration representative, it is your choice. No one can guarantee the approval of your application. All the forms and information that you need to apply are available free at www.cic.gc.ca

A representative is someone who has provided advice or guidance to you prior to submitting your application, following the submission of your application, and/or someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA). You may have **one** representative only. If you appoint an additional representative, the previous representative will no longer be authorized to conduct business on your behalf and receive information on your case file.

I am:

- ☐ appointing a representative. **Complete Sections A, B and D.**
- ☐ cancelling the appointment of a representative. **Complete Section A, C and D.**

SECTION A: APPLICANT INFORMATION

1. **Your full name**
   Family name (Surname)
   Given name(s)
2. **Your date of birth** (Year / Month / Day)
3. **If you have already submitted your application:**
   Name of office where the application was submitted
   Location of office
   Type of application (permanent residence, extension of study permit, etc.)
4. **Your Citizenship and Immigration Canada identification number** *(if known)*
   Client Identification (ID) or Unique Client Identifier (UCI) number

SECTION B: APPOINTMENT OF REPRESENTATIVE

- I authorize the following individual to serve as my representative and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.
- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file and that of my dependent children under 18 years of age to my representative. This authorization is in accordance with the *Privacy Act*.
- I am aware that any information which would be subject to exemption, if I had the right of access under the *Privacy Act* or the *Access to Information Act*, will likely not be released.

5. **Your representative's full name**
   Family name (Surname)
   Given name(s)
6. **Your representative** (choose one)

is UNCOMPENSATED and is a:

- ☐ family member or friend
- ☐ member of a non-governmental or religious organization
- ☐ member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a Canadian provincial or territorial law society, or the *Chambre des notaires du Québec*
- ☐ other

is or will be COMPENSATED and is a member in good standing of:

- ☐ the Immigration Consultants of Canada Regulatory Council (ICCRC)
  - ▶ Membership ID number
- ☐ a Canadian provincial or territorial law society
  - ▶ Which province or territory?
  - ▶ Membership ID number
- ☐ the *Chambre des notaires du Québec*
  - ▶ Membership ID number

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants
(DISPONIBLE EN FRANÇAIS - IMM 5476 F)

Canada

7. **Your representative's contact information**

Name of firm or *organization* (if applicable)

Mailing address

Postal code/ZIP

Telephone number	Country code	Area code	Number
	( )	( )	

Fax number	Country code	Area code	Number
	( )	( )	

E-mail address (if applicable)

By indicating your representative's e-mail address, you are hereby authorizing Citizenship and Immigration Canada to transmit your file and personal information to this specific e-mail address.

8. **Your representative's declaration:**

- I declare that the information in section B is truthful, complete and correct.
- I understand and accept that I am the person appointed by the applicant to conduct business on the applicant or sponsor's behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

Signature of representative

Date (Year / Month / Day)

SECTION C: CANCEL THE APPOINTMENT OF A REPRESENTATIVE

I withdraw my authorization for this person to serve as my representative, to receive information on my case file and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

9. **Your representative's full name**

Family name (Surname)

Given name(s)

Name of firm or *organization* (if applicable)

SECTION D: YOUR DECLARATION

10.

- I declare that the information I have given is truthful, complete and correct.
- I understand all the foregoing statements, having asked for and obtained an explanation for every point that was not clear to me.

Signature of applicant

Date (Year / Month / Day)

Signature of spouse or common-law partner (if applicable)

Date (Year / Month / Day)

Warning! It is a serious offence to give false or misleading information on this form.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used in assessing your application according to the requirements of the Act. It will be retained in a Personal Information Bank identified in **Infosource**. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security and Intelligence Service (CSIS), where there is an agreement or arrangement with a foreign government, in accordance with subsection 8(2) of the *Privacy Act*. Pursuant to the *Immigration and Refugee Protection Regulations*, the information may also be shared with a regulatory body that is responsible for governing or investigating the conduct of representatives, such as a provincial and territorial law society, the *Chambre des Notaires du Québec* and the Immigration Consultants of Canada Regulatory Council (ICCRC). Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5476 (05-2012) E

This is only necessary if there is an Authorized Paid Rep or an Unpaid Rep.
Clients do not need to use a rep.

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19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information

G ernment of Alberta ■
Human Services

AINP Alberta Immigrant Nominee Program

Suite 940, Telus Plaza North Tower
10025 Jasper Avenue
Edmonton, Alberta T5J 1S6
Canada
Fax: 780-427-6560
AlbertaCanada.com/ainp

March 2, 2012

[redacted]

Alberta Immigrant Nominee Program
NOMINATION
Employer-Driven Stream NOC: 0711
FOR CIC USE ONLY - Work permit with job offer

Employer:
Nomination Number: **Nomination Expiry Date:**

[redacted] **is approved as an Alberta Provincial Nominee.** This document is your Nomination and includes you and your accompanying family members (if applicable):

[redacted]

Submit this Nomination with your **complete** *Application for Permanent Residence* **before** to Centralized Intake Office (CIO) in Sydney using one of the following:

Mailing Address
Centralized Intake Office-PNP
P.O. BOX 1450
Sydney, NS B1P 6K5
Canada

Courier Address
Centralized Intake Office
47 – 49 Dorchester Street
Sydney, NS B1P 5Z2
Canada

YOUR APPLICATION MAY BE FINALIZED IN BUFFALO, NY. You must visit http://www.cic.gc.ca/english/immigrate/provincial/apply-application.asp for instructions on how to apply, including how to pay your fees. Read the enclosed tip sheet for guidance on applying to the CIO.

This Nomination is electronically generated and does not require a signature.

An Alberta Provincial Nominee is not guaranteed permanent residence. In addition, the Province of Alberta may withdraw this Nomination at any time prior to the issuance of permanent residence if the Provincial Nominee or any accompanying dependent is deemed inadmissible as a result of medical, criminal or security checks. The Province of Alberta will also withdraw this Nomination if information provided in the application is false or misleading, or the status of employment with the company, for which the provincial nominee was nominated, changes. If you have questions regarding this Nomination, visit http://www.AlbertaCanada.com/nomination.

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est retenue en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information

Need at least 1 picture per person on the file

OP 26 – Federal Skilled Trades Class

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1. What this chapter is about

This chapter describes the processing of applications for permanent residence submitted by applicants in the Federal Skilled Trades Class, and received by the Centralized Intake Office (CIO) in Sydney, Nova Scotia on or after January 2, 2013.

Note: Information on processing applications for permanent residence under the Federal Skilled Worker Class is provided in OP 6, OP 6A and OP 6B.

2. Program objectives

Section 3 of the *Immigration and Refugee Protection Act* (IRPA) lists several objectives with respect to immigration. Among those related to the Federal Skilled Trades Class are:

- to permit Canada to pursue the maximum social, cultural and economic benefits of immigration;
- to support the development of a strong and prosperous Canadian economy, in which the benefits of immigration are shared across all regions of Canada;
- to support, by means of consistent standards and prompt processing, the attainment of immigration goals established by the Government of Canada in consultation with the provinces;
- to enrich and strengthen the cultural and social fabric of Canadian society, while respecting the federal, bilingual and multicultural character of Canada; and
- to work in cooperation with the provinces to secure better recognition of the foreign credentials of permanent residents and their more rapid integration into society.

3. The *Act* and *Regulations*

Provision	***Act* and *Regulations***
Attainment of immigration goals	A3(1)
Application, form and content	A11, R10
Place of application for visa	R11
Return of an application	R12
Production of supporting documents	R13
Visa issuance by officer	R70(1)
Economic class	A12(2)
Inadmissibility	A33 to A43
Skilled trade occupation	R87.2(1)
Federal skilled trades class and membership	R87.2(2) and (3)
Substitution of officer's evaluation	R87.2(4)
Requirement for settlement funds	R87.2(5)

3.1. Forms required

The forms required for applicants in the Federal Skilled Trades Class are summarized in the following table:

Form title	Form number	Completed by
Generic Application Form to Canada	IMM 0008	Principal applicant
Schedule A – Background/Declaration	IMM 5669	Principal applicant and, if applicable, spouse or common-law partner, and each dependent child 18 years of age or over
Additional Family Information	IMM 5406	Principal applicant and, if applicable, spouse or common-law partner, and each dependent child 18 years of age or over
Schedule 11 – Economic Classes – Federal Skilled Trades	IMM 0008 – Schedule 11	Principal applicant
Supplementary Information: Your Travels	IMM 5562	Principal applicant
Fee Payment Form – Application for Permanent Residence	IMM 5620	Principal applicant

4. Instrument of designation and delegation

Refer to the appropriate annexes in the IL 3 – Designation of Officers and Delegation of Authority manual chapter.

5. Departmental policy

5.1. Requirements for membership in the class

The Federal Skilled Trades Class is prescribed as a class of persons who may become permanent residents on the basis of their ability to become economically established in Canada as workers in a skilled trade occupation, and who:

- intend to reside in a province other than the province of Quebec;
- meet or exceed the minimum language proficiency threshold set by the Minister for proficiency in English or French for each of the four language skill areas;
- have acquired at least two years of full-time work experience (or the equivalent in part-time work experience) in the skilled trade occupation specified in the permanent resident visa application during the five years preceding the date of the application. This work experience must have been acquired after becoming qualified to independently practise that occupation, according to the regulations in place where the work was performed;
- have met the relevant employment requirements of that skilled trade occupation as set out in the *National Occupation Classification* (NOC), except for the requirement to obtain a certificate of qualification issued by a competent provincial authority; and

- have an offer of employment for continuous full-time work for a total period of at least one year from up to two employers in that skilled trade occupation OR hold a certificate of qualification in that skilled trade from a Canadian provincial or territorial authority.

5.2. Ministerial Instructions

On June 18, 2008, the *Immigration and Refugee Protection Act* was amended to give the Minister of Citizenship and Immigration the authority to issue instructions that would ensure the processing of applications and requests be conducted in a manner that, in the opinion of the Minister, will best support the attainment of immigration goals set by the Government of Canada.

Applications are to be processed pursuant to the Ministerial Instructions, if any, in effect at the time of application.

5.3. Fees

Applicants in the Federal Skilled Trades Class are required to pay two fees:

- the cost recovery fee, and
- the Right of Permanent Residence Fee.

Cost recovery fee

The *Immigration and Refugee Protection Regulations* (IRPR) prescribe the fees payable for processing an application for a permanent resident visa. Section 295 of the IRPR specifies who must pay the cost recovery fee and the amount of those fees.

The cost recovery fee must be paid for all persons who intend to immigrate to Canada. This includes the principal applicant and any accompanying family members.

The cost recovery fee is payable at the time the application is made. An applicant may withdraw an application and receive a refund of the cost recovery fee at any time before processing of the application begins. Once processing has begun, the cost recovery fee is not refundable.

Note: Processing starts with the initial evaluation of an application for permanent residence. In order to be eligible to receive a refund of the cost recovery fee, an applicant must request a withdrawal of their application before this initial evaluation has started. If an applicant requests a change in immigration class at any time, a new application and new cost recovery fee must be submitted. An applicant may have more than one application in process at a given time, but only one application can be finalized with visa issuance. Any additional applications must therefore be finalized as withdrawn or refused.

Right of Permanent Residence Fee

Section 303 of the IRPR specifies that the Right of Permanent Residence Fee (RPRF) is payable for the principal applicant and, if applicable, their spouse or common-law partner.

Payment of the RPRF is required before issuance of permanent resident visas.

Applicants may make their RPRF payment at any time during the immigration process. Most offices encourage payment of the RPRF only once all statutory requirements have been met.

RPRF refunds

Successful applicants who decide not to use their permanent resident visas must return them to the issuing office in order to obtain an RPRF refund.

Unsuccessful applicants who have paid the RPRF should be informed, as part of the refusal letter, that they are entitled to a refund and should be given an approximate timeframe for its receipt.

In the case of files transferred from one office to another, the office that finalizes the case is responsible for processing any RPRF refund.

5.4. Procedural fairness

For information on the principles of procedural fairness, refer to Section 8, OP 1 – Procedures.

6. Definitions

6.1. Family members

Refer to R1(3) for the definition of "family member."

The age of accompanying dependent children is locked in on the date the application is made (Section 5.24, OP 1 – Procedures), but dependency is not. If a child is under the age of 22 on the date the application is made, but 22 years of age or older when the permanent resident visa is issued, they may still be included as part of the parent's application as an accompanying dependant if they are not married or not in a common-law relationship, or if they are financially dependent due to full-time studies [R2(b)(ii)], or due to a physical or mental condition [R2(b)(iii)].

If a child over the age of 22 is considered to be a dependant on the date of application by virtue of R2(b)(ii) or R2(b)(iii), then the child must still meet the requirements of these provisions at the time of visa issuance in order to be included in the parent's application as a dependent child. For more information on who qualifies as a dependent child, refer to Section 5.23, OP 2 – Processing Members of the Family Class.

The principal applicant and all their family members as described in R1(3) must be determined to be admissible, even if they have no intention of accompanying the principal applicant, in order for visas to be issued to the principal applicant and any accompanying family members.

All family members, whether accompanying or not, are required to be examined during the processing of an application for permanent residence unless a properly delegated officer has determined that they are not required under IRPA to be examined. Normally, an inadmissible family member, whether accompanying or not, would render the principal applicant inadmissible [A42, R23]. However, there are two exceptions described in R23. The first is a separated spouse of the principal applicant. The second is a child of the principal applicant in the legal custody of someone other than the applicant or an accompanying family member of the applicant (or where someone other than the applicant or accompanying family member of the applicant is empowered to act on behalf of that child by virtue of a court order or written agreement, or by operation of law).

If a principal applicant's separated spouse or an applicant's children in the custody of someone else are inadmissible, this would not render the applicant inadmissible. However, as separated spouses can reconcile and custody arrangements for children may change, examination is required in order to safeguard the future right to sponsor them in the Family Class. If these family members are not examined, they are excluded from the Family Class in the future pursuant to R117(9)(d). For more information about non-accompanying family members, refer to Sections 5.10, 5.11 and 5.12, OP 2 – Processing Members of the Family Class.

Family members can be added to an application for permanent residence at any time during processing, including after the visa is issued, but prior to obtaining permanent resident status. Applicants should be counselled to inform the office responsible for processing their application immediately if their family composition has changed. For more information about adding a family member during processing, refer to Section 7.7, OP 2 – Processing Members of the Family Class.

To include adopted children, spouses, or common-law partners as family members, the relationship with the principal applicant must be *bona fide*. Pursuant to R4(1), the principal applicant may not include a spouse or common-law partner in their application for permanent

residence if their relationship was entered into primarily to acquire any status or privilege under the *Act* or is not genuine. Similarly, in accordance with R4(2), the principal applicant may not include an adopted child if the adoption was entered into primarily to obtain any status or privilege under the *Act*, or it did not create a genuine parent-child relationship. For further information about assessing the relationship between the sponsor and a spouse or common-law partner, refer to Section 12, OP 2 – Processing Members of the Family Class. For further information about assessing the relationship between adoptive parents and an adopted child, refer to Section 5.8, OP 3 – Adoptions.

If family members are added to an application for permanent residence, they must be examined, found not to be inadmissible, and meet the requirements of the *Act* before the principal applicant can become a permanent resident.

6.2. National Occupational Classification

The *National Occupational Classification* (NOC) is the official governmental classification and description of occupations in the Canadian economy. The NOC identifies and groups occupations in the Canadian economy by skill type and level based on the tasks, duties and responsibilities of the occupation.

The NOC is available on the Human Resources and Skills Development Canada (HRSDC) website at: http://www5.hrsdc.gc.ca/NOC.

6.3. Skilled trade occupation

Pursuant to R87.2(1), a "skilled trade occupation" is defined as an occupation in one of the following categories belonging to Skill Level B of the NOC, unless the occupation has been designated a restricted occupation by the Minister:

- Major Group 72, industrial, electrical and construction trades;
- Major Group 73, maintenance and equipment operation trades;
- Major Group 82, supervisors and technical occupations in natural resources, agriculture and related production;
- Major Group 92, processing, manufacturing and utilities supervisors and central control operators;
- Minor Group 632, chefs and cooks; and
- Minor Group 633, butchers and bakers.

Note: At the time of publication, no occupations were designated as restricted. However, for current information, refer to the CIC website at: http://www.cic.gc.ca/english/immigrate/trades/apply-who.asp.

Note: On January 31, 2012, HRSDC and Statistics Canada replaced the 2006 edition of the NOC with the 2011 edition. Applications received in the Federal Skilled Trades Class are to be assessed against the NOC 2011 edition, as prescribed in the IRPR. However, in order to facilitate processing of applications in this class, CIC will continue to accept positive/neutral Labour Market Opinions (LMOs) assessed and issued by HRSDC against the NOC 2006 edition, and work permits based on these LMOs, provided the NOC 2006 code can be correlated to an eligible NOC 2011 skilled trade occupation code at the time of application to CIC.

6.4. Full-time work

Pursuant to R73(1), "full-time work" means at least 30 hours of work over a period of one week, and pursuant to R73(2) "work" means an activity for which wages are paid or commission is earned.

The full-time work experience requirement for applicants in the Federal Skilled Trades Class may be met by the equivalent in part-time, paid work experience (e.g. more than one part-time job held simultaneously or one or more part-time jobs held over the equivalent of two years of full-time work).

Work experience can be calculated by adding up the number of weeks of full-time (or equivalent in part-time) paid work in a skilled trade occupation as defined in Section 6.3 above (e.g. 30 hours per week in one job over a two-year period, 15 hours per week in one job over a four-year period, or a total of at least 30 combined hours per week in more than one job over a two-year period).

Note: Work in excess of 30 hours of paid work over a period of one week cannot compensate for less than two years of full-time work experience.

6.5. Language skill area

Pursuant to R73(1), "language skill area" means speaking, oral comprehension/listening, reading or writing.

7. Processing

Processing applications for permanent residence in the Federal Skilled Trades Class involves a series of procedural steps, including an assessment against eligibility criteria (pass/fail test). These procedures are described in greater detail in the following sections of this chapter:

- Receiving the application, Section 8;
- Assessing the application against selection criteria, Section 9;
- Determining membership in the class – pass/fail test, Section 10;
- Determining admissibility, Section 11;
- Rendering a final decision on the application, Section 12.

8. Procedure: Receiving the application

8.1. Completeness check at the CIO

All applications for permanent residence in the Federal Skilled Trades Class must be submitted to the Centralized Intake Office (CIO) in Sydney, Nova Scotia.

Applications received at the CIO will first be reviewed for completeness pursuant to R10 and the application kit requirements in place at the time of application receipt, including the following forms, fees, information and supporting documents:

- a signed and completed *Generic Application Form for Canada* [IMM 0008], including the name, date of birth, nationality, current marital status, and current immigration status of the principal applicant and all family members (whether accompanying or not);

- the results of the principal applicant's English or French language proficiency test, for all four language skill areas, from a designated testing agency, demonstrating that they meet or exceed the language proficiency threshold set by the Minister in all four language abilities;
- a provincial/territorial certificate of qualification in a qualifying skilled trade OR an offer of continuous full-time employment in Canada for a total period of at least one year from up to two employers in a skilled trade occupation as defined in R87.2(1);
- a properly completed *Schedule A – Background/Declaration* [IMM 5669] for the principal applicant and, if applicable, his or her spouse or common-law partner, and all dependent children 18 years of age or older listed in the IMM 0008;
- a properly completed *Schedule 11 – Economic Class – Federal Skilled Trades* [IMM 0008 – Schedule 11] for the principal applicant;
- a properly completed *Supplementary Information – Your Travels* [IMM 5562] for the principal applicant and, if applicable, his or her spouse or common-law partner;
- a properly completed *Fee Payment Form – Application for Permanent Residence* [IMM 5620] and evidence of payment of the applicable fees;
- clear identification of the visa, permit or authorization for which the application is being made;
- clear identification of the class in which the application is being made;
- a signed declaration to the effect that the information provided is complete and accurate; and
- any additional documents and information required by the IRPR, as well as any other evidence required by the *Act*. This includes proof of official language proficiency in the form of the results of a language test by a designated testing agency, and proof of work experience.

Note: Applications that are not complete or over any global or sub-cap specified through Ministerial Instructions will be returned to the applicant.

If it is determined that...	Then the CIO will...
the application **meets** the requirements pursuant to R10, including the application kit requirements in place at the time of application receipt	**date stamp the application** with the "application received" date, and proceed to Section 8.2.
the application **does not meet** the requirements pursuant to R10, including the application kit requirements in place at the time of application receipt	**return the application** to the applicant, and **neither create a file nor keep a record** until a complete application, as outlined above, has been made.

8.2. Assessing applications against Ministerial Instructions

The CIO will assess the applicant's submission as-is and make a final determination of eligibility for processing under the Ministerial Instructions, if any, in place at the time the application was received.

To be eligible for processing, the applicant must meet **all** the criteria described in the applicable Ministerial Instructions in place on the date of application receipt.

If the application is determined to be eligible for processing, the applicant will be informed. Once the CIO has made a positive eligibility determination, processing has begun and processing fees are no longer refundable.

If the applicant's submission is determined to be ineligible for processing, the applicant will be informed and will receive a refund of processing fees. The application will not be returned to the applicant.

Refer to the *Canada Gazette* for the current Ministerial Instructions applicable to this class: http://www.gazette.gc.ca/rp-pr/p1/2012/2012-12-29/html/notice-avis-eng.html#d116.

Note: Missing admissibility documents (i.e. police certificates) should not hold up the final determination of eligibility for processing. Applicants have been strongly encouraged to include police certificates with their application. However, if applicants cannot obtain police certificates, they may still submit the application to the CIO without them. The CIO will not reject these applications provided they are complete in all other respects. If the application is placed into processing, the applicant must be ready to submit the police certificates to the processing office when requested.

If the application...	**Then the CIO...**
meets all the criteria of applicable Ministerial Instructions	**will make a final positive determination of eligibility for processing** and proceed to put the application into process (Section 8.3). The processing fees are no longer refundable. A final selection decision and admissibility determination will be made by the processing office.
does not meet all the criteria of applicable Ministerial Instructions	**will make a final negative determination of eligibility for processing and:** • record the outcome and reasons; • inform the applicant; and • initiate a refund of processing fees. The application will not be returned to the applicant.

8.3. Putting an application into process at the CIO

Following a positive completeness check and final determination of eligibility for processing under Ministerial Instructions, if any, in place at the time of application, the CIO will:

- date stamp the application with the "application received" date;
- create a file in GCMS;
- enter "MST-FED" in the Category field in GCMS;
- cost recover the applicable processing fees and enter confirmation in GCMS;
- record the GCMS file number on the paper file;

- send an acknowledgement of receipt letter to the applicant informing them that their file has been placed into processing and, if applicable, transferred to another office;
- transfer the paper file to the processing office in accordance with existing file transfer policies; and
- transfer the electronic file to the processing office in GCMS by making that office the primary office for processing.

Note: The "application received" date at the CIO is the lock-in date. Processing offices should therefore maintain the application received date from the time of the applicant's initial submission to the CIO, and process the application to conclusion.

8.4. Acknowledgement of receipt at the CIO

When an application has been put into process at the CIO, the CIO will send an acknowledgement of receipt letter to the applicant to:

- inform them that their application has been placed into processing;
- set out basic instructions for contacting the office responsible for processing their application;
- provide them with a brief outline of future processing steps; and
- inform them that they may follow the progress of their application via the "e-Client Application Status" on-line service available through the CIC website.

9. Procedure: Assessing the application against selection criteria

Requirements for membership in the Federal Skilled Trades Class are set forth in R87.2(3).

Offices will assess applicants against each of the selection criteria (pass/fail test) outlined below, based on the information and documents provided in the application.

9.1. Required level of language proficiency

Pursuant to R87.2(3)(a), the applicant must demonstrate that they meet or exceed the threshold set by the Minister for proficiency in either English or French for each of the four language skill areas: reading, writing, speaking and listening.

The current language proficiency threshold set by the Minister is available at: http://www.cic.gc.ca/english/immigrate/trades/language.asp.

Applicants must demonstrate that they meet the required level of language proficiency in all four language skill areas by submitting the results of an English or French language test from a designated testing organization with their application to the CIO.

Language test results must not be more than two years old at the time of application receipt, and will be used as conclusive evidence of an applicant's language proficiency. Other written evidence will not be considered.

9.2. Language test designation process

Officers will make a pass or fail decision based on the results of a language test from a designated testing agency. Testing agencies are designated by the Director of Economic Immigration Policy and Programs Division (SSE), the Minister's delegate. Testing agencies will only be designated if they meet the following criteria:

- **Expertise**: A test must be appropriate for CIC purposes by evaluating proficiency in the four skill areas (i.e., reading, writing, oral comprehension/listening, and speaking) in functional English or French at all levels from basic to high proficiency.

- **Reliability**: A test must produce consistently similar scores among candidates with similar language proficiency. The different versions of a test must be at the same level of difficulty each time the test is written.

- **Integrity/security**: A designated testing agency must meet security standards with respect to the logistics of preparing test sites, registering candidates, test writing and marking, sending out results, etc. Sufficient anti-fraud mechanisms must be in place for a test to be approved.

- **Availability**: A designated testing agency for CEC purposes should be able to make tests available to applicants in all parts of Canada where there is sufficient demand for third-party language testing.

9.3. Designated language testing organizations

At the time of publication, designated language testing organizations are:

English language testing organizations

- Paragon Testing Enterprises Inc., University of British Columbia administers the Canadian English Language Proficiency Index Program (CELPIP).

Note: CELPIP has two tests: "CELPIP-General (CELPIP-G)" and "CELPIP-Academic (CELPIP-A)." Only the CELPIP-General (CELPIP-G) test results are accepted by CIC.

- Cambridge ESOL, IDP Australia and The British Council administer the International English Language Testing System (IELTS).

Note: IELTS offers "General Training" and "Academic" test options. Only the IELTS "General Training" test results are accepted by CIC.

French language testing organizations

- The Paris Chamber of Commerce and Industry administers the Test d'Évaluation de Français (TEF).

Note: Applicants in the Federal Skilled Trades Class must submit results for the following TEF modules: *compréhension écrite* (reading), *compréhension orale* (listening), *expression écrite* (writing), and *expression orale* (speaking). The *lexique et structure* (grammar and structure) module **is not** required by CIC, although test candidates complete this module as part of the reading and listening modules.

9.4. Language test equivalency charts

Equivalencies between the *Canadian Language Benchmarks* (for English) and *Niveaux de compétence linguistique canadiens* (for French), and the results of the language tests noted above have been established. Officers should assess whether an applicant in the Federal Skilled Trades Class meets the language proficiency requirement based on the appropriate test score equivalency chart below.

Canadian English Language Proficiency Index Program (CELPIP) General

Test score equivalency chart

CLB	Test results for each ability

Level	Reading	Writing	Listening	Speaking
9 and above	5 – 6	5 – 6	5 – 6	5 – 6
8	4H	4H	4H	4H
7	4L	4L	4L	4L
6	3H	3H	3H	3H
5	3L	3L	3L	3L
4	2H	2H	2H	2H

International English Language Testing System (IELTS) General Training

Test score equivalency chart

CLB Level	Test results for each ability			
	Listening	Reading	Writing	Speaking
9 and above	8.0 – 9.0	7.0 – 9.0	7.0 – 9.0	7.0 – 9.0
8	7.5	6.5	6.5	6.5
7	6.0	6.0	6.0	6.0
6	5.5	5.0	5.5	5.5
5	5.0	4.0	5.0	5.0
4	4.5	3.5	4.0	4.0

Test d'évaluation de français (TEF)

Test score equivalency chart

CLB Level	Test results for each ability			
	Speaking (expression orale)	Listening (compréhension orale)	Reading (compréhension écrite)	Writing (expression écrite)
9 and above	372+ C1	298+ C1	248+ C1	372+ C1
8	349 – 371 C1	280 – 297 C1	233 – 247 C1	349 – 371 C1
7	309 B2	248 B2	206 B2	309 B2

6	271 B2	217 B2	181 B2	271 B2
5	225 B1	180 B1	150 B1	225 B1
4	181 B1	145 B1	121 B1	181 B1

If CLB levels...	Then the application...
• **meet or exceed the threshold set by the Minister** in each of the four language skill areas	**meets** the language proficiency requirement.
• **are below the threshold set by the Minister** in one or more of the four language skill areas	**fails to meet** the language proficiency requirement.

9.5. Integrity concerns with respect to language test results

If an officer has concerns about the integrity of the language test results, the following options are available:

If the officer...	Then the officer will...
has **verified the test scores and the integrity** of the testing procedures with the local testing centre for the case in question, and is satisfied that there is no fraud or malfeasance with respect to testing procedures or results	**accept** the test scores.
is satisfied that there is sufficient evidence to establish **fraud or malfeasance** with respect to testing procedures or results	**refuse** the application for misrepresentation. **Note**: Refer to IL 3 – Designation of Officers and Delegation of Authority to determine the delegated authority to make a determination under A40(1)(a) of the IRPA.

Note: If an officer has reason to suspect the integrity of the designated language test results, the officer is responsible for expressing their concerns to the local testing centre, as well as to CIC Headquarters: International Region, Strategic Planning and Delivery (RIC) at Nat-Operational-Coordination-Selection-RIM@cic.gc.ca, Immigration Branch, Economic Immigration Policy and Programs Division (SSE) at Selection@cic.gc.ca, and Operational Management and Coordination (PID) at Program-Integrity@cic.gc.ca. CIC Headquarters is in regular communication with the designated testing organizations' head offices, and will follow up on concerns raised by officers that indicate the possibility of widespread or systemic abuse or fraud in the context of language testing.

9.6. Required work experience in a skilled trade occupation

Pursuant to R87.2(3)(b), the applicant must have acquired at least two years (24 months) of full-time work experience, or the equivalent in part-time work, in the skilled trade occupation specified in their permanent resident visa application during the five years (60 months) preceding the date of application.

Note: Due to the project-based nature of the trades, the work experience does not need to have been obtained over a continuous period.

The applicant does not have to be employed at the time of application.

The applicant must have performed the actions described in the lead statement for the occupation and a substantial number of the main duties listed in the description of the skilled trade occupation as set out in the NOC, including all of the essential duties, **after** becoming qualified to independently practise the skilled trade occupation in the jurisdiction where the work was performed.

The applicant must identify the requirements to practice independently in their country/region, and provide evidence of how they met those requirements before gaining the qualifying work experience.

Example: a plumber who did her certification in Poland and had three years of work experience in Poland (after becoming certified) would meet this requirement. Some jurisdictions may not require certification to practice independently in certain trades (carpentry in Ontario, for example), in which case the applicant would also qualify, as long as they had the required two years of full-time work experience. The plumber from Poland would have to provide her certification from Poland, but the carpenter from Ontario would only need to provide evidence that there are no certification requirements for that trade in that jurisdiction.

Note: A person who has worked in Canada without authorization has failed to comply with A30(1), and on that basis, could be found inadmissible under A41.

9.7. Employment requirements in a skilled trade occupation

Pursuant to R87.2(3)(c), all applicants in the Federal Skilled Trades Class must meet the relevant employment requirements of the skilled trade occupation specified in the permanent resident visa application as set out in the NOC, **except** for the requirement to obtain a certificate of qualification issued by a competent provincial/territorial authority.

Relevant employment requirements may include education, training, required work experience or other qualifications as set out in the NOC.

9.8. Offer of employment or certificate of qualification in a skilled trade occupation

Pursuant to R87.2(3)(d), applicants under the Federal Skilled Trades Class must meet at least one of the following requirements:

- they hold a certificate of qualification issued by a competent Canadian provincial/territorial authority (http://www.red-seal.ca/c.4nt.1cts@-eng.jsp?#contact) in the skilled trade occupation specified in their application;

OR

- they have an offer of employment from up to two employers for continuous, full-time work in Canada for a total period of at least one year in the skilled trade occupation specified in their application.

Depending on the foreign national's circumstances, the requirements for a valid offer of employment are different.

If the foreign national...	and...	Then the foreign national...
is currently working in Canada on a work permit issued by CIC based on a positive labour market	• the applicant is working for any employer specified on the work permit;	**has a valid offer of employment.** **Note**: the applicant must hold

opinion from HRSDC [R87.2(3)(d)(ii)]	Note: if a Group of Employers (GOE) name is listed on the work permit, the applicant can be working for any of the employers included in the GOE (http://cicintranet/connexion/about-apropos/program/temporary-temporaire/tfwp-ptet-eng.aspx). • the work permit is valid at the time of the application for permanent residence; • the applicant holds an offer of employment for continuous, full-time work in the skilled trade occupation specified on their application for a total period of at least one year that is the same, or in the same minor NOC group (three-digit NOC), as the occupation specified on their work permit; and • the offer of employment is made by up to two employers, other than an embassy, consulate or high commission in Canada, neither of which appears on the list referred to in R203(6), and who are specified on the work permit.	a valid work permit or be authorized to work in Canada under R186, at the time the permanent resident visa (if any) is issued.
is currently working in Canada on a work permit in a job that is exempt from the HRSDC labour market opinion requirement under an international agreement pursuant to R204(a) or (c) [R87.2(3)(d)(iii)]	• the applicant is working for any employer specified on the work permit; • the work permit is valid at the time of the application for permanent residence; • the applicant holds an offer of employment for	**has a valid offer of employment.** **Note**: the applicant must hold a valid work permit or be authorized to work in Canada under R186, at the time the permanent resident visa (if any) is issued.

	continuous, full-time work in the skilled trade occupation specified on their application for a total period of at least one year that is the same, or in the same minor NOC group (three-digit NOC), as the occupation specified on their work permit; and • the offer of employment is made by up to two employers, other than an embassy, consulate or high commission in Canada, neither of which appears on the list referred to in R203(6), and who are specified on the work permit.	
does not hold a valid work permit and is not authorized to work in Canada under R186 at the time of the application for permanent residence [R87.2(3)(d)(iv)]	• up to two employers, other than an embassy, high commission or consulate in Canada, neither of which appears on the list referred to in R203(6), have made an offer of employment for continuous, full-time work for a total period of at least one year once a permanent resident visa (if any) is issued, and • an officer has approved the offer of employment for full-time work based on an opinion provided by HRSDC, on the same basis as an opinion provided for the issuance of a work permit, at the request of one or two employers, or an officer, with respect to employment in a skilled trade occupation as defined in R87.2(1).	**has a valid offer of employment.**
either holds a work permit or is authorized to work in Canada under R186 at the time of the application for permanent residence	• the circumstances referred to in R87.2(3)(ii)(b) and (c) and R87.2(3)(iii) do not	**has a valid offer of employment.** **Note**: the applicant must hold a valid work permit or be

[R87.2(3)(d)(v)]	apply – for example, the applicant is not currently working for the employer specified on their LMO work permit, or does not hold an offer of employment in the same occupation, or occupation in the same minor NOC group (three-digit NOC) as the occupation specified on their work permit, and • the circumstances referred to in R87.2(3)(iv)(a) and (b) do apply – for example, up to two employers, other than an embassy, high commission or consulate in Canada, that do not appear on the list referred to in R203(6), have made an offer of employment to the applicant for continuous, full-time work for a total period of at least one year once a permanent resident visa (if any) is issued, and an officer has approved the offer of employment for full-time work based on an opinion provided by HRSDC at the request of one or two employers, or an officer, on the same basis as a labour market opinion for the issuance of a work permit with respect to employment in a skilled trade occupation as defined in R87.2(1).	authorized to work in Canada under R186, at the time the permanent resident visa (if any) is issued.

9.9. Settlement funds

In addition to the selection criteria stated in R87.2(3), the applicant must also have sufficient funds available for settlement in Canada pursuant to R87.2(5). This requirement is waived if the applicant has an offer of employment as defined in R87.2(3)(d)(ii), (iii) and (v).

The funds must be:

- available and transferable; and

- unencumbered by debts or other obligations.

Officers must be satisfied that the applicant has at their disposal, with sufficient liquidity, and with the ability to transfer those assets, the necessary threshold of funds to support their establishment in Canada on arrival.

The amount of funds is assessed according to the applicant's family size, using 50% of the current Low Income Cut-off (LICO) from Statistics Canada for urban areas with populations of 500,000 or more.

Note: In terms of the funds required, the number of the applicant's family members includes both accompanying and non-accompanying dependants.

Although the amount may change yearly, at time of publication, the required funds are equal to or greater than the amount listed below for each family size:

Number of family members	Funds required
1	$11,115
2	$13,837
3	$17,011
4	$20,654
5	$23,425
6	$26,419
7 or more	$29,414

Note: Refer to the CIC website for the current settlement funds requirement at: http://www.cic.gc.ca/english/immigrate/skilled/funds.asp.

Exception: If the applicant has arranged employment as defined in R87.2(3)(d)(ii), (iii) and (v), they do **not** have to meet these financial requirements pursuant to R87.2(5).

If the applicant is unable to demonstrate that they have sufficient available funds to meet the requirements, the officer should refuse the application and proceed to section 12.2.

10. Procedure: Determining membership in the class

10.1. Pass/fail test

Membership in the Federal Skilled Trades Class is based on a pass/fail system in which applicants must meet **all** of the requirements set forth in R87.2(3).

All applicants must:

- demonstrate that they meet or exceed the minimum language proficiency threshold set by the Minister for proficiency in English or French (Section 9.1);

- have acquired at least two years of full-time work experience (or the equivalent in part-time work experience) in the skilled trade occupation specified in the permanent resident visa application during the five years preceding the date of the application. This work experience must have been acquired **after** becoming qualified to independently practice that occupation, in the jurisdiction where the work was performed (Section 9.4);

- meet the relevant employment requirements of that skilled trade occupation as set out in the NOC, except for the requirement to obtain a certificate of qualification issued by a competent provincial authority (Section 9.5); and

- have an offer of employment from up to two employers for continuous, full-time work for a total period of at least one year in that skilled trade occupation OR hold a certificate of qualification in that skilled trade from a Canadian provincial or territorial apprenticeship authority (Section 9.6).

If...	Then the officer will...
the **applicant meets all** of the requirements to become a member of the Federal Skilled Trades Class	• **approve** the application (Section 12.1); or • consider the use of substituted evaluation if warranted by circumstances (Section 10.2).
the **applicant fails to meet any one** of the requirements to become a member of the Federal Skilled Trades Class	• **refuse** the application (Section 12.2); or • consider the use of substituted evaluation if warranted by circumstances (Section 10.2).
the **officer is unable to make a decision** as to whether the applicant meets the requirements to become a member of the Federal Skilled Trades Class, due to lack of information or documentation, or there are serious doubts as to the accuracy or legitimacy of the documents submitted	• communicate their concerns to the applicant in writing and provide sufficient opportunity for the applicant to respond to those concerns through correspondence/documentation and/or an interview (Section 10.3); or • **refuse** the application.

10.2. Substituted evaluation

R87.2(4) makes possible the substitution of an officer's evaluation for the requirements set forth in R87.2(3) in respect of an application for permanent residence in the Federal Skilled Trades Class.

If the requirements set forth in R87.2(3), whether or not they are met, are not sufficient indicators of whether the foreign national will become economically established in Canada, an officer may substitute their evaluation for the requirements.

Pursuant to 87.2(4), substituted evaluation requires the concurrence of a second officer.

Substituted evaluation is to be considered on a case-by-case basis. The scope of what an officer may consider as relevant cannot be limited by a prescribed list of factors in support of exercising their authority for substituted evaluation.

The frequency with which substituted evaluation authority is exercised, whether negative or positive, will depend on the merits of each individual case. The fact that an applicant "almost met" the requirements set forth for the Federal Skilled Trades Class is not, in itself, sufficient grounds to recommend the use of positive substituted evaluation.

For the sake of clarity, officers should employ the terms used in the legislation, such as "substituted evaluation" or "ability to become economically established in Canada."

Substituted evaluation is not to be confused with **humanitarian and compassionate authority**, which enables the Minister or his/her delegates to grant permanent residence or an exemption

from any applicable criteria or obligation of the *Act* if justified by humanitarian and compassionate considerations relating to the foreign national.

Federal Court case law indicates that if an applicant or their representative requests orally or in writing that the officer consider exercising their substituted evaluation powers in the applicant's favour, officers must examine the circumstances. There is no requirement that an interview be conducted in cases when the applicant did not make a compelling case for substituted evaluation. If the officer does not consider substituted evaluation appropriate under the circumstances, they should clearly indicate this in the file notes and in the formal refusal letter, along with a brief summary of their reasons for refusing to consider positive substituted evaluation.

If an officer decides to use substituted evaluation when...	**Then the officer will...**
the applicant **did meet** all the requirements to become a member of the Federal Skilled Trades Class (i.e. negative substituted evaluation)	• communicate their concerns to the applicant in writing and provide sufficient opportunity for the applicant to respond to those concerns, through correspondence/documentation and/or an interview; • obtain written concurrence from a designated officer; and • provide reasons for the use of negative substituted evaluation in the formal refusal letter sent to the applicant.
the applicant **did not meet** any one or more of the requirements to become a member of the Federal Skilled Trades Class (i.e. positive substituted evaluation)	• obtain written concurrence from a designated officer; and • add a note in GCMS providing reasons for the use of positive substituted evaluation.

10.3. Use of interviews

Membership in the Federal Skilled Trades Class is clearly defined, and eligibility can easily be assessed in straightforward cases. In most cases, officers should be able to determine membership in the class – either to approve or refuse an application – based on the information and documentation provided by the applicant. However, in some cases, an interview may be necessary in order to determine membership in the class.

In accordance with principles of procedural fairness, any concerns that an officer may have regarding the accuracy or authenticity of information or documentation should be communicated to the applicant, whether these concerns are raised as the result of site visits, telephone checks, or through other means. Concerns can be communicated to the applicant in writing or at an interview.

Officers may choose to conduct interviews with applicants to:

- ensure that information or documentation submitted as part of the application is truthful and complete;
- detect and deter fraudulent information and documents;
- clarify specific information or details; and

- conduct quality control.

Offices other than the one responsible for application processing may be called upon to conduct interviews should the need arise. For example, applicants may be convoked for an interview at a non-processing office to accurately assess the applicant's eligibility or admissibility, including the need to interview family members as part of the application process.

Note: Officers may not conduct interviews to assess an applicant's language proficiency.

10.4. Detecting and deterring fraud

Interviews, site visits, and telephone checks have proven to be the most effective ways to detect and combat fraud. The information gained through interviews where fraud is detected will help officers to identify current trends and patterns, and refine their approach to fraud deterrence on an ongoing basis.

Offices will be expected to undertake both targeted and random verifications to detect and deter fraud. The volume and percentage of cases subject to verification should be high enough to act as a meaningful disincentive to those who would engage in fraudulent practices.

Pursuant to A40, material misrepresentation is grounds for inadmissibility in its own right with a prescribed two-year period of inadmissibility for those who are, directly or indirectly, involved in such fraudulent practices.

11. Procedure: Determining admissibility

Once the office has determined that an applicant is a member of the Federal Skilled Trades Class pursuant to R87.2, the principal applicant and their family members, whether accompanying or not, must complete medical examinations, and pass criminal and security checks.

For detailed information about determining admissibility, refer to ENF 2 / OP 18 – Evaluating Inadmissibility.

12. Procedure: Rendering a final decision on the application

12.1. Approving the application

For approved applicants in the Federal Skilled Trades Class who reside outside of Canada, the office should send the Confirmation of Permanent Residence (CoPR) and permanent resident visa (if applicable) to the applicant's address outside of Canada.

Visa officers should not issue a permanent resident visa counterfoil to applicants whose passport was issued by the United States of America or a country identified in R190(1)(a) or (b), 190(2)(b) – (f), or R190(2.1). However, officers may still request to see the applicant's original passport in these cases.

Pursuant to R71.1(1), all approved applicants should be directed to present their CoPR and permanent resident visa counterfoil (if applicable) to an officer at a Canadian port of entry.

Pursuant to R71.1(2), if an officer approves an application from a temporary resident in Canada who is a member of a class referred to in R70(2)(a) or (b), they will:

- send the CoPR and permanent resident visa counterfoil (if applicable) to the applicant's address in Canada; and
- inform the applicant that, in order to become a permanent resident, they have the option of presenting the CoPR and permanent resident visa counterfoil (if applicable) to an officer at a

Canadian port of entry, or contacting the CIC Call Centre to request an appointment at a local CIC office, with their family members, if applicable.

12.2. Refusing the application

All refused applicants in the Federal Skilled Trades Class must be sent or otherwise provided with a formal refusal letter by the office. The refusal letter must:

- inform the applicant of the immigration class in which their application was considered;
- fully explain to the applicant why their application in that class has been refused; and
- inform applicants who have paid the RPRF that they are entitled to a refund and provide an approximate timeframe for its receipt.

Note: The refusal letter should not indicate that the applicant has been made a member of an inadmissible class as a result of their failure to qualify as a member of the Federal Skilled Trades Class.

Refer to Appendix A for a sample refusal letter.

Appendix A – Sample refusal letter

INSERT LETTERHEAD

Our Reference:

INSERT ADDRESS

Dear XX:

I have now completed the assessment of your application for permanent residence as a member of the Federal Skilled Trades Class, and have determined that you do not meet the requirements for immigration to Canada in this class.

Pursuant to section 87.2(3) of the *Immigration and Refugee Protection Regulations*, applicants in the Federal Skilled Trades Class must meet the following requirements in order to become a member of the Federal Skilled Trades Class:

- demonstrate a mandatory level of proficiency in English or French in all four language abilities;
- provide evidence of at least two years of full-time work experience (or the equivalent in part-time work experience) in a skilled trade occupation within the five years preceding the date of application, after becoming qualified to independently practice that occupation;
- satisfy the employment requirements for that skilled trade occupation as described in the National Occupational Classification (NOC); and
- hold an offer of continuous full-time employment in Canada for a total period of at least one year **or** hold a valid certificate of qualification in that skilled trade issued by a Canadian provincial/territorial authority.

Your application for permanent residence in the Federal Skilled Trades Class was assessed against the requirements (pass/fail) noted above based on the following skilled trade occupation specified in your application: [*insert title and NOC code for the skilled trade occupation declared by the applicant in their application*].

I am not satisfied that you meet the [*choose one or more as applicable: official language proficiency requirement, skilled trade work experience requirement, employment requirements as described in the NOC, offer of employment or certificate of qualification requirement*] because [*provide reasons/explanation*].

IF USING NEGATIVE SUBSTITUED EVALUATION, ADD:

Subsection 87.2(4) of the *Regulations* permits an officer to substitute their evaluation of the likelihood that the applicant will become economically established in Canada if the requirements prescribed in R87.2(3), whether or not they are met, are not sufficient indicators of whether the foreign national will become economically established in Canada.

I am not satisfied that your ability to meet the minimum requirements for membership in the Federal Skilled Trades Class is an accurate reflection of the likelihood of your ability to become economically established in Canada. I have made this evaluation because [*provide reasons*]. You were given an opportunity to address these concerns. The information you have given me and your explanations have not satisfied me that you will be able to become economically established in Canada. A second officer has concurred with this evaluation.

Subsection 11(1) of the *Immigration and Refugee Protection Act* states that a foreign national must, before entering Canada, apply to an officer for a visa or for any other document required by the Regulations. The visa or document may be issued if, following an examination, the officer is satisfied that the foreign national is not inadmissible and meets the requirements of this *Act* (this includes requirements of the regulations made under the *Act*).

Following an examination of your application for permanent residence in the Federal Skilled Trades Class, I am not satisfied that you meet the requirements of the *Act* and its Regulations for the reasons explained above. I am therefore refusing your application.

IF THE APPLICANT HAS PAID THE RPRF, ADD:

The Right of Permanent Residence Fee that you have paid is refundable.

ADD AS APPROPRIATE:

You will receive a cheque from the Canadian Embassy/High Commission/Consulate in [*enter appropriate office reference*] within a few weeks.

OR

Please contact the Canadian Embassy/High Commission/Consulate in [*enter appropriate office reference*] for information concerning the method of reimbursement and the date by which you can expect to receive a refund.

Thank you for the interest you have shown in immigrating to Canada.

Federal Skilled Trades Class

The Federal Skilled Trades Class will come into force on January 2, 2013, as per the *Regulations Amending the Immigration and Refugee Protection Regulations* (SOR/2012-274) published in the *Canada Gazette*, Part II, of December 19, 2012. These Instructions, which come into force on the same date, are intended to manage the processing of applications under the Federal Skilled Trades Class in order to ensure that the program responds to a range of labour market needs.

Cap and sub-caps on the number of applications to be processed per year

A maximum of 3 000 new applications submitted for the Federal Skilled Trades Class will be considered for processing each year.

Within the 3 000 cap, a maximum of 100 new applications submitted for each of the skilled trade occupations set out in Group A below will be considered for processing each year. No such sub-cap will apply to applications submitted for skilled trade occupations in Group B. For further clarity, the total of all applications considered for processing shall not exceed 3 000. As well, caps apply irrespective of whether an application is made with a qualifying offer of employment or a certificate of qualification from a provincial or territorial apprenticeship authority.

In calculating the caps, applications will be considered in order of the date they are received. Applications received on the same date will be considered for processing according to routine office procedures.

For the unique purpose of calculating the caps, the cap year will begin on January 2, 2013, and end on January 1, 2014, unless otherwise indicated in future Ministerial Instructions.

Instructions for processing Federal Skilled Trades Class applications

Complete applications from skilled tradespersons received by the Centralized Intake Office in Sydney, Nova Scotia, on or after January 2, 2013, whose applicants meet the language threshold for the Federal Skilled Trades Class as set by the Minister pursuant to subsection 74(1) of the *Immigration and Refugee Protection Regulations*, in each of the four language abilities (speaking, reading, writing and oral comprehension), (see footnote 1) and that do not exceed the identified caps, shall be placed into processing if they,

(1) as per the 2011 version of the National Occupational Classification (NOC), show evidence of at least two years (24 months) of full-time or equivalent part-time paid work experience, acquired in the last five years, in one of the eligible skilled trade occupations (see footnote 2) in either Group A or B, set out below:

Group A — Occupations sub-capped at 100 applications per occupation

- 7202 Contractors and supervisors, electrical trades and telecommunications occupations
- 7204 Contractors and supervisors, carpentry trades
- 7205 Contractors and supervisors, other construction trades, installers, repairers and servicers
- 7271 Carpenters
- 7301 Contractors and supervisors, mechanic trades
- 7302 Contractors and supervisors, heavy equipment operator crews
- 8211 Supervisors, logging and forestry
- 8221 Supervisors, mining and quarrying
- 8222 Contractors and supervisors, oil and gas drilling services
- 8241 Logging machinery operators
- 8252 Agricultural service contractors, farm supervisors and specialized livestock workers
- 9211 Supervisors, mineral and metal processing

- 9212 Supervisors, petroleum, gas and chemical processing and utilities
- 9214 Supervisors, plastic and rubber products manufacturing
- 9231 Central control and process operators, mineral and metal processing
- 9241 Power engineers and power systems operators
- 9243 Water and waste treatment plant operators

Group B — Occupations for which there are no sub-caps

- 7231 Machinists and machining and tooling inspectors
- 7233 Sheet metal workers
- 7235 Structural metal and plate work fabricators and fitters
- 7236 Ironworkers
- 7237 Welders and related machine operators
- 7241 Electricians (except industrial and power system)
- 7242 Industrial electricians
- 7243 Power system electricians
- 7244 Electrical power line and cable workers
- 7245 Telecommunications line and cable workers
- 7246 Telecommunications installation and repair workers
- 7251 Plumbers
- 7252 Steamfitters, pipefitters and sprinkler system installers
- 7253 Gas fitters
- 7311 Construction millwrights and industrial mechanics
- 7312 Heavy-duty equipment mechanics
- 7313 Refrigeration and air conditioning mechanics
- 7314 Railway carmen/women
- 7315 Aircraft mechanics and aircraft inspectors
- 7318 Elevator constructors and mechanics
- 7371 Crane operators
- 7372 Drillers and blasters — surface, mining, quarrying and construction
- 7373 Water well drillers
- 8231 Underground production and development miners
- 8232 Oil and gas well drillers, servicers, testers and related workers
- 9232 Petroleum, gas and chemical process operators

In order to be considered, applications must be completed according to the application kit requirements in place at the time the application is received by the designated office.

In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to the Federal Skilled Trades Class requirements and all other applicable requirements of the IRPA.

No humanitarian and compassionate requests to overcome requirements of Ministerial Instructions

Requests made on the basis of humanitarian and compassionate grounds from outside Canada that accompany any permanent resident application affected by Ministerial Instructions but not identified for processing under the Instructions will not be processed.

Retention/Disposition

Applicants in the Federal Skilled Trades Class whose applications are received on or after January 2, 2013, and who do not meet the criteria described above shall be informed that their application does not qualify for processing and their processing fees shall be returned.

For information: summary of Ministerial Instructions currently in force

The following Ministerial Instructions given under section 87.3 of the *Immigration and Refugee*

Protection Act were issued previously and will remain in force until they expire as per timelines specified in the Instructions in question or are revoked by future Instructions.

Federal Skilled Worker Class

As per Instructions that came into force on July 1, 2012, a temporary pause remains in place for new applications in this class, excluding those applications for the PhD eligibility stream and those with a qualifying offer of arranged employment.

Complete applications for the PhD eligibility stream, the criteria for which were established by Ministerial Instructions that came into force on November 5, 2011, will continue to be put into processing until the annual cap of 1 000 is reached. The current cap year for the PhD stream, which began on November 1, 2012, ends on October 31, 2013, unless otherwise indicated in future Ministerial Instructions.

Complete applications with a qualifying offer of arranged employment will continue to be put into processing without regard to a cap, as established in the Ministerial Instructions that came into effect on July 1, 2012.

Federal Immigrant Investor Class

As per Instructions that came into force on July 1, 2012, a temporary pause remains in place for new applications in this class. This pause will remain in place until further notice to manage inventory pressures.

Federal Entrepreneur Class

As per Instructions that came into force on July 1, 2011, a temporary pause remains in place for all new applications in this class.

Family Class Applications

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner.

As per Instructions that came into force on November 5, 2011, a temporary pause remains in place for new sponsorship applications for parents and grandparents.

Temporary Resident Applications

Complete applications for temporary residence, including temporary foreign workers, foreign students and visitors, shall continue to be placed into processing immediately upon receipt.

Immigration officers have been instructed not to process any work permit applications from foreign nationals seeking employment in businesses that are in sectors where there are reasonable grounds to suspect a risk of sexual exploitation, as per Instructions that came into force on July 14, 2012.

[52-1-o]

DEPARTMENT OF THE ENVIRONMENT

CANADIAN ENVIRONMENTAL PROTECTION ACT, 1999

Notice with respect to the substances in the National Pollutant Release Inventory for 2012 and

Government of Canada Gouvernement du Canada

Canada

This Web page has been archived on the Web.

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ARCHIVED — Vol. 146, No. 52 — December 29, 2012

GOVERNMENT NOTICES

DEPARTMENT OF CITIZENSHIP AND IMMIGRATION

IMMIGRATION AND REFUGEE PROTECTION ACT

Updated Ministerial Instructions

Notice is hereby given, under subsection 87.3(6) of the *Immigration and Refugee Protection Act*, that Citizenship and Immigration Canada (CIC) has established the following Ministerial Instructions that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

Overview

Authority for Ministerial Instructions is derived from section 87.3 of the *Immigration and Refugee Protection Act* (IRPA). Instructions are directed to officers and their delegates who are charged with handling and/or reviewing applications for permanent or temporary visas to enter Canada.

The Instructions are consistent with the IRPA objectives as laid out in section 3 and are compliant with the *Canadian Charter of Rights and Freedoms*.

The Instructions do not apply to refugees or protected persons or persons making a request on humanitarian or compassionate grounds from within Canada.

The Instructions respect all previously established accords and agreements including the *Quebec-Canada Accord* and all existing agreements with provinces and territories.

These Ministerial Instructions identify eligibility criteria for applications and requests for certain immigration categories. Applications meeting these criteria are eligible for processing under these instructions. In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to all other applicable legislative requirements of the class to which the applicant is applying.

These Instructions will come into force on January 2, 2013, and apply to applications received by designated CIC offices on or after January 2, 2013.

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner, as per processing priorities established by the Department.

Economic Class applications

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner.

Welcome to the CIO-FSW Line of Business!

Inside this training manual you will find important information on FSW completeness checking expectations and procedures. Procedures change regularly and you are expected to be flexible and adhere to these changes. This information package is a guideline and it is your responsibility to make sure that you are following the latest procedures, so be sure to be on top of your email throughout your shift.

Please further note that all of the material covered in this training manual has been seen and approved by a CIO mailroom team leader, if you have any questions regarding the material please see a team leader.

All material in this training manual is subject to change at any time so make sure you are following current procedures. All templates included in this manual are required to be used. If changes to a template are needed, you must have them approved by team leader to be on the safe side.

~ It is very important to ask questions when you are unsure. Remember the aim of this mailroom is to handle each and every file properly. ~

FSW – Order of Documents

- IMM 0008 Generic Application
- IMM5669 Schedule A (PA)
- Schedule 3
- IMM5669 Schedule A for Spouse and Dependents Over 18
- IMM5409 Additional Family Info for all Family Members 18 and Over
- IMM5476 Use of Representative (if provided)
- IMM5475 Authority to Release (if provided)
- Passports (Bio Data Page and Amendment Page)
- Language Test

- Work Permit, Arranged Employment Opinion, or Labour Market Opinion (only need one)
- Letter of Offer from Employer
- PA Work Experience Documents
- PA Education Documents

Adaptability Documents

- Spouse Work Permit/All Study Permits (if applicable)
- Spouse Education/Work Experience
- Proof of Relationship in Canada (Ex. Birth Certificates for family in Canada, PR Cards, Citizenship Cards, Phone bills proving a Canadian address for relative)

- Settlement Funds
- Birth Certificates for PA, SP and all dependants on the application
- Marriage Certificate or Statutory Declaration of Common-law Union
- Extra Passport Pages For Pa And Dependents (Make Sure To Distinguish Them)
- Police Certificates
- Any Additional Documents Provided (Expired passports, Military Info, Divorce Certificates, documents for children, etc).
- Letters From Rep
- Additional Correspondence (Ex. Return Letters From CIO)
  CIO Checklist

-You must open **all** envelopes
-If English/French translations are provided keep them with their original documents.
-Do not staple or hole-punch originals, these originals must be placed in an envelope with a B label on it and clipped to the inside left side of the file folder.

FILE ASSEMBLY FOR COMPLETENESS CHECKING MI5 APPLICATIONS

All documents are to be arranged as follows: PA, Spouse/Common Law Partner, Oldest Dependent Child to Youngest Dependent Child

1. Open the envelope and **date stamp** the application in the **middle of the first page**

2. Find the **fee payment form** and date stamp it in the middle right hand side or if **paying by cheque**, staple cheque to the bottom left side of page 1 of the application.
   Fee payment form has to be signed by the payer if paying by credit card.

3. Put all **photos in a photo pouch**. You need at least **one** photo (any size) for each person on the application **(If accompanying or not)**.

4. Start at the top of the application and verify the **program (must be Economic), category (must be Skilled Worker), number of people on the file**, the **visa office** for processing (if incorrect see Team Leader) and the **province** in which the client wants to reside.

5. You must verify the passport information to the Generic Application under the **Personal Details** section, make any necessary changes and put a red checkmark to show you have confirmed the following sections to be correct:
   a. **Surname** (Block 1)
   b. **Given name** (Block 1)
   c. **Date of Birth** (Block 7)
   d. **Sex** (Block 4)
   e. **Place of Birth** (Block 8)

6. The section **PASSPORT** on the generic application form must be verified against the passport on file. Please use red pen to check mark the following:
   a. **Passport number** (Block 2)
   b. **Country of issue** (Block 3) - please refer to the 3 letter country code on the passport
   c. **Expiry date** (Block 5)

7. Ensure the **Application** (IMM0008) is **signed and dated**.

8. Ensure you have a **Schedule A** for PA, SP and all dependents 18 years of age and older. (**If accompanying or not**). Schedule A consists of 4 pages, so ensure that all pages are included. The sections that need to be verified on the Schedule A are:
   a. **Name** (to ensure that the Schedule A does indeed belong to the appropriate people)
   b. All 4 pages are included
   c. It is signed

9. Ensure you have a **Schedule 3** for the PA. The sections that need to be verified on the Schedule 3 are:
   a. Name
   b. 2 pages are included
   c. It has at least one 4-digit NOC code

10. Ensure you have an **Additional Family Information** (IMM5406) for PA, SP and dependents 18 and over (**if accompanying or not**). The fields that need to be verified are:
    a. **Name** (to ensure that the form belongs to the appropriate people)
    b. **A signature must be in one of the 3 areas (Please note: if signature is the only item missing please see your Team Leader).**

11. Rep Form (not a mandatory form). If one is included, the following needs to be verified:
    a. **Name** (to ensure that the form belongs to our PA)
    b. Check either the **ICCRC** website or the **Provincial Law Society** website if you have a Rep form and they indicate they have a paid rep to ensure they are a **practicing** Rep
    c. Must be **signed and dated by PA** - **flag for easy reference**

12. **Authority to Release** IMM 5475. (**not a required document**)

13. **Declaration from Non Accompanying Parent/Guardian for Minors Immigrating to Canada** IMM5604 (**not a required document**)

14. Ensure you have **passports for everyone on file**, unless they have left this blank or selected "**NO**" for "**DO YOU HAVE A VALID PASSPORT**" on the application then the passport is not required. – (**flag for easy reference**)

15. Ensure there is an **Original Language Test** on file. **Flag for easy reference**. The following are the three tests we accept at CIO:
    a. **IELTS** (must be general)
    b. **CELPIP** (must be general)
    c. **TEF** (must have 2 pages)

16. Ensure you have one of the following for the PA: **a Work Permit**, **an Arranged Employment Opinion**, or a **Labour Market Opinion**.

17. Ensure you have a **Letter of Offer** for permanent employment in Canada for the PA.

18. Work experience for the PA (**not a required document**)

19. Education for the PA (**not a required document**)

20. Education for the Spouse (**not a required document**)

21. Work experience for the Spouse (**not a required document**)

22. Proof of relationship in Canada (**not a required document**) (ex: a relatives birth cert, phone bills, permanent residence card)

23. Settlement funds for PA ((**not a required document**) (ex: bank statements, proof of property/land owned etc.)

24. Ensure you have a **Birth Certificate** for PA, SP and all dependents on file (**if accompanying or not**).

25. If applicable, a marriage certificate or common-law declaration for the PA and Spouse. (**not a required document**)

26. Police certificates are not required and we **do not request** them if we have to return the file for another reason.

27. Insert letter from Rep or PA if supplied.

28. All Additional Documents are to be put next (expired passports, military info, divorce certificates, documents for children, etc).

29. If provided, insert FSW Document Checklist

30. We need to keep the envelope that the application was received in. We need to have the **return address**, **barcode** (if there is one) and the **date stamp** on the envelope. If you need to cut the envelope, please ensure you have all the above items.

IF THE APPLICATION IS COMPLETE, DO THE FOLLOWING

- Obtain a B-File jacket
- Date stamp on front cover (middle top of file jacket)
- Attach B-File label to the upper right hand corner
- Stamp with the FSW stamp on the right hand side
- Charge front of file jacket with "C/C" "Initials" and "Date"
- Orange Tag all MI5 files.
- Pink Tag any file that has French documents
- Write SW2 on front of file jacket
- Staple mailing labels inside the file jacket on the left hand side at the top with the staple teeth facing inwards
- Paperclip scan sheets and all fee payment forms to the sheet of B-Labels on the inside of jacket
- Write R10 info on top off application Example below
    - R10 OK "Your initials:
    - No Rep or Paid/unpaid Rep
    - MI5
    - PA $550
    - SP $550
    - $1100.00
- All documents are to be hole punched and placed neatly on peg in the correct order
- Log into GCMS
- Search the Rep (if applicable)
- The rep ID (also known as the P#) will be written on the Rep form on the ride hand side
- Verify the following information for the Rep from the Rep form to GCMS and make any necessary changes to the following:
    - If a Paid Rep, confirm under the title "Paid Representative" in GCMS the following: Status, Province/Territory and Membership number.
    - Telephone number
    - Fax number
    - Email address
    - Address. This is under the Address Tab.
- The address ID of the rep will be written on the Rep form under the P#.
- Search the PA in GCMS
- If you get a hit for your PA in the Hit List, you will promote the UCI
- If you do not get a hit for your PA, you will create a UCI
- Record the UCI of the client in the UCI box number 3 under the section entitled "**PERSONAL DETAILS"** on the application.
- Enter Rep's email address (if applicable) and mark as Primary
- Enter the PA's email address
- Enter PA's place of birth
    - This is done in the **NAMES** view by clicking **NEW** and typing the personal details in.

IF THE APPLICATION IS INCOMPLETE, DO THE FOLLOWING

If application is found to be incomplete after completeness checking the file:

- Prepare Appendix A or C, highlight appropriate areas on FSW checklist, prepare any inserts and letter for return
- Search PA on GCMS (first/last name, date of birth, and country of birth)
- Promote existing UCI # or create one (where necessary)
- Enter Rep's email address (if applicable) and mark as Primary
- Enter PA's email address
- Enter PA's place of birth
- Client notes. The format below will be followed and is prepared for you in a template on the G-Drive under the FSW folder entitled "GCMS Return Notes":

Application type: FSW
Date received: STAMP DATE
Date returned: DATE YOU PHYSICALLY RETURNED FILE
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
Reason for return: DETAILED NOTE ON WHY YOU ARE RETURNING APPLICATION
Returned to the following address: COPY AND PASTE FROM RETURN LETTER

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS Folder
- MAILROOM Folder
- FSW Folder
- Data Entry and File Assembly Folder
- GCMS Notes

Essential Items CIO-FSW Will Return For

1. **Generic Application Form To Canada;** If not received, if not signed
2. **Schedule A**; if not provided for everyone 18 years of age and older.
3. **Schedule 3;** if not provided and if it does not have a 4 digit NOC.
4. **Additional Family Information;** if not received
5. **Use of Rep Form (when provided);** clients are not required to use a representative, however if they choose to hire a paid rep, the rep must be a valid rep. The rep form must contain reps contact information as well as be signed and dated by the PA.
6. **Identity and Civil Documents;** PA and all dependents are required to provide birth certificates, however, in some cases/countries birth certificates are unavailable, therefore other documentation such as school records, id cards, household registers or affidavits are acceptable depending upon the case. ****Before returning any application for proof of birth or if you are unsure whether or not you have proper documentation, please refer to pages or a team leader.****
7. **Travels Documents/Passports:** PA must provide passport, all other dependents on file are only required to provide passport if they have listed it on application.
8. **Photos;** PA and all dependents must provide at least one photo whether they are accompanying or not.
9. **Language Test;** Must be Original, General, and not older than 2 years.
10. **Fees;**

- Foreign certified cheques, money orders, and bank drafts must be in Canadian funds.
- Foreign certified cheques, money orders, and bank drafts drawn from foreign countries are considered stale dated after six months (unless otherwise stated on cheque).
- Canadian certified cheques, money orders, and bank drafts do not go stale dated unless they have a valid to date.
- Credit card payments must be signed by the card holder.
- We will return the file if the payment is insufficient, stale dated, not in Canadian funds, or if the credit card form is not signed.
- **We will not return for over-payments**.

***** PLEASE NOTE: IF YOU ARE RETURNING A FILE YOU SHOULD BE ASKING FOR EVERYTHING WE REQUIRE HERE AT CIO. *****

This return letter can be found on the G-drive

CITIZENSHIP AND IMMIGRATION
CENTRALIZED INTAKE OFFICE (CIO)
SYDNEY, NOVA SCOTIA

20 March 2013

Dear Sir/Madam:

The following refers to your Application for Permanent Residence in Canada under the Federal Skilled Workers (FSW) Program.

Important information about changes to eligibility in the FSW Program

Federal Skilled Worker applications received on or after 27 February, 2008 are assessed according to instructions issued pursuant to Subsection 87.3(3) of the *Immigration and Refugee Protection Act* (IRPA).

The most recent instructions were issued on June 30, 2012.

Effective July 1st, 2012, Citizenship and Immigration Canada has placed a temporary pause on new applications to the Federal Skilled Worker Program (FSWP). Only applications with a qualifying offer of arranged employment or applying under the PhD stream are eligible.

The new instructions require that applications must be completed according to the application kit requirements in place at the time the application is received at the CIO. Moreover, Regulation (12) of IRPA states:

"If the requirements of sections 10 and 11 are not met, the application and all documents submitted in support of the application shall be returned to the applicant."

A review of your application indicates you do not meet the requirement of the instructions with respect to the completion of your application or, the requirements of Regulation (R) 10 of IRPA because:

- ❑ It is not accompanied by the original results of the English IELTS, CELPIP **or** the TEF French language proficiency assessment.
  Note: IELTS has two options for the reading and writing tests: "General Training" and "Academic". You must take the "General Training" option. CELPIP has two tests: "CELPIP-General (CELPIP-G) and "CELPIP-Academic (CELPIP-A)." You must take the

"CELPIP-G" test. TEF results must include the following components: comprehension écrite, comprehension orale, expression écrite and expression orale. Only test results from these testing agencies designated by CIC will be accepted. Language results must not be older than two years upon the date received at CIO.

- ❑ It is not accompanied by an acceptable English or French Language proficiency assessment for the following reasons:

  - ☐ Language test results must not be older than two years upon the date received at CIO.

  - ☐ **Original** language test results must be submitted.

  - ☐ IELTS has two options for the reading and writing tests: "General Training" and "Academic". You must take the "General Training" option.

  - ☐ CELPIP has two tests: "CELPIP-General (CELPIP-G) and "CELPIP-Academic (CELPIP-A)." You must take the "CELPIP-G" test.

  - ☐ TEF results must include the following components: comprehension écrite, comprehension orale, expression écrite and expression orale.

- ❑ Please see the highlighted items on the enclosed checklist or the enclosed Appendix.

New Requirements

Please visit the website of the Department of Citizenship and Immigration at http://www.cic.gc.ca/english/immigrate/skilled/index.asp for complete information about the new requirements. There is an eligibility assessment tool on this website, as well as the most recent version of the applicant guide. The guide contains information on the new instructions and other requirements that must be met before an application can be placed into processing.

As your application does not meet the requirements of Regulation (10) of IRPA, it is incomplete. It is being returned to you for this reason. Your application fee was not processed and is also being returned to you. Your application has not been received, and no record has been retained.

If you submit an application, please pay particular attention all the forms, information, documents, evidence, signatures, proof of language proficiency, and fees required.

Applications missing any of these items are incomplete and will not be received. They will be returned to you.

In addition, please note that applications will be assessed according to the instructions in place at the time they are received.

Thank you for your interest in Canada.

Citizenship and Immigration
Centralized Intake Office
Sydney, Nova Scotia

Important Update – Procedures for Completeness Checking regarding Birth Certificates- All Countries

Affidavits/Statutory Declarations/Letters

Completeness Checkers are permitted to accept Affidavits, Statutory Declarations and letters indicating why the client did not submit a birth certificate. This is for all countries.

If a completeness checker receives an affidavit/Statutory Declaration/Letter that indicates why a client did not submit a Birth Certificate or Birth Certificates for other family members, as per the Document Checklist, the clerk is to accept the affidavit/Statutory Declaration/or letter. The client has complied with the checklist and the application will be determined to be complete. Completeness Checkers are not to make a decision if the document is acceptable or not acceptable according to what the client is indicating in the letter. If a birth certificate is required further on in our processing, the client will be contacted by an agent and/or officer during assessment of the file.

Acceptable Birth Certificates and "The Binder"

Completeness Checkers do not have to always consult the Birth Certificate Binder for what is an acceptable Birth Certificate. Completeness checkers will not be making that decision. You will still have to consult the binder for the "national id cards" that are acceptable for some countries: i.e. Pakistan, Iran, Iraq, Turkey, Thailand, Lebanon (Ministry of the Interior)...

We will continue to accept the following documents in lieu of a birth Certificate:

1) Family Records/Censuses: i.e. China, Japan or Korea and "Livret de Famille" which is France's form of a household registry. Generally family records are acceptable.
2) Statutory Declaration of Age for Nigeria – For the PA and Spouse, this is the only document we receive as their births were not registered.

Short form Birth Certificates are acceptable for all family members. In the past we have not been accepting the short form Birth Certificate for the dependents. As in the case for letter/affidavits or Statutory declarations being submitted explaining why they did not submit their birth certificate, if a long form birth certificate is required further on in our processing that shows the parentage, the client will be contacted by someone else who is assessing the application.

- **Important to note:** When a document is submitted for a birth certificate, look for the key words that identify it is a birth or birth Registration document: "Birth Certificate", "Nacimiento", "Naissance", "Extract" from birth registry, national registry, civil registry, extract of the Population Registry (Swedish Tax Agency), and who is issuing the document: Ministry of Interior, Civil Registry Office, Republic of, State of, Civil Status Registration, Civil Registrar,

Registry of Births, Vital Registration Department, Department of Health, etc.. Please keep in mind that any birth certificate that is submitted in any language except English or French must also be accompanied by a translation. If a translated document is submitted, then the original language document must also be submitted.

Unacceptable Birth Certificates

We will continue to return applications for everyone that does not submit a birth cert/affidavit/statutory declaration or letter indicating why they did not submit a birth certificate.

We will continue to **NOT ACCEPT** the following:

1) Any document that confirms their DOB as per their passport
2) Passports
3) School records from countries other than India
4) Non-Availability Certificate - indicates there is no record of the person being registered (India)

India Inserts

We will continue to use the Birth Cert Inserts for India in the following situations:

1) when we do not receive any birth certificate or Secondary School Record
2) when a passport is submitted as proof of birth
3) or when the Secondary School record does not contain all the necessary information.

Please see your team leader if you receive a Baptismal or Hospital record. Some may be acceptable, some are not.

If you have any documents that you are unsure of please see your team leader for clarification.

ADDITIONAL PROCEDURES

Canadian Spouse/Common-Law Partner/Child

If you have an application with a Canadian spouse/common-law partner or child their information should be put behind the document checklist for all lines of business.

You will also put a note to file stating:

PA's spouse/common-law partner/child's is Canadian and documentation provided for this person is behind the document checklist.

Authority to Release Form

If we receive an IMM5475, there should be a note on file showing that one was received and who the authority to release is given to. The note should be entered on the client at the time of completeness checking. Please enter the following note.

Rec'd IMM5475 received giving authority to release information to _____ (name and address of person) _____.

Credit Card Declined Procedures

Sometimes files are received that have been previously returned asking for a new payment because the C/C had been declined. You are to completeness check these files as normal, if the file is a complete, the old file jacket must be used. There may be a CIO Letter, Declined C/C receipt and/or an Appendix A received back with the application.

If you believe you have a previous declined C/C, please see your Team Leader who will help you recover your file jacket.

Photocopies of Language Tests Procedures

Applicants are permitted to submit a clear photocopy of their language test results with a new Federal Skilled Worker (FSW) application only when:

- A previous FSW application (with the original test result form) was submitted on or after June 26, 2010; and
- the application and original test result form were not returned to the applicant by Citizenship and Immigration Canada (CIC); and
- The tests results are still no more than two years old at the time the new FSW application is submitted.

Photocopies of test results will only be accepted when they are accompanied by a photocopy of the refusal letter from CIC and an explanation that CIC retained and currently holds the original test result form. Every photocopy that is submitted will be verified online to ensure its authenticity.

Inserts

Insert to Be Used When Client Supplies Passport as Proof Of Birth
Please note, we do not accept passports as proof of birth, therefore we are unable to accept details from passport. We do accept secondary school records that contain the following:

1) Applicant's name
2) Date of birth
3) Name of parent/parents

If you are not able to provide a birth certificate with all 3 criteria, we require an affidavit stating all of this information or that a birth certificate cannot be attained.

Insert for when Client does not provide A Birth Cert or Secondary School Records (India)
If you are unable to provide a birth certificate or secondary school records that indicate your date of birth and parentage, please provide an affidavit that has the following information:

1) Name of client
2) Date of birth of client
3) Parents names (mother, father or both is acceptable)

Thank you.

Insert for When Client Provides Secondary School Records that do not Contain All Necessary Information
Please note: the birth certificate (secondary, matriculation or school leaving forms) provided as the clients birth certificate requires all of the following information on one form:

1. Name of client
2. Date of birth for the client
3. Parent's name (either mother, father or both is acceptable)

Merge Template

If you search a client and GCMS gives you two client ID's you will have to send an email to QRC.

The email is sent to QRC-MERGES@cic.gc.ca

Subject line should read: FOSS MERGE REQUEST PR.

MERGE REQUEST TEMPLATE TO BE PASTED INTO AN E-MAIL

HELLO: PLEASE COMPLETE THE FOLLOWING MERGE:

LAST NAME, FIRST NAME –

DATE OF BIRTH –

COUNTRY OF BIRTH –

DUPLICATE FOSS ID NUMBERS (NO HYPHENS/NO SCREENSHOTS) -

PREFERRED ID-

REASON FOR THIS ID -

Thank you,

This Template is located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS Folder
- MAILROOM Folder
- FSW Folder
- Data Entry & File Assembly Folder
- Z-Merge Request Template

Payment Information:

Payments must be made payable to the "Receiver General for Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express) or HPM.

Permanent Resident Fees Required:

Principal applicant **$550.00**

Spouse or common law partner and each dependent child 22 years of age and older **$550.00**

Each dependent child less than 22 years of age **$150.00**

***Right of permanent residence fee** (to be paid by principal applicant, spouse or common law partner) **$490.00**

*The Right of Permanent Residence Fee (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can either be paid at the time the application is submitted or at any time prior to the issuance of the visa. At the time of completeness checking, if the RPRF is not submitted, the application is still considered complete. If the file is deemed incomplete, we will not request the RPRF to be paid.

A combination of more than one method of payment is acceptable. However, payment by each method **MUST** be equal to a single or a multiple amount.

For example: An amount of $550 paid by credit card for the principal applicant, and 2 X $150 ($300) paid by a certified cheque for 2 dependents for total of $850 is acceptable. However, $500 paid by credit card and $350 by certified cheque **will not** be accepted.

Total fees received must equal the amount to be paid by the PA and for those that are accompanying the PA to Canada.

Acceptable Payment Methods

- **Credit Card**

The fee payment form (IMM5620) is to be paper clipped to the B label sheet on the left hand side of the file jacket.
Applications that have a credit card payment must have a green tag on the build-em-up this signifies that the fee has been paid by credit card for the coster.

Be sure to check the Fee Payment Form (IMM5620) for completeness:

Credit cards accepted at CIO-SYDNEY start with a "**3**" (American Express), "**4**" (Visa), or "**5**" (MasterCard). A form with the credit card number starting with any other number **should be returned**, as it **cannot be processed** at cost recovery.

Also there should be **16 digits** for **VISA** or **MASTERCARD** (Numbers starting with a **4** or **5**) and **15 Digits** for **AMERICAN EXPRESS** (Numbers starting with a **3**). **FORMS WITH ANY LESS CANNOT BE PROCESSED.**

- **Money Order/Certified Cheque/Demand Draft**

Please check each one of these for proper fees. Payments issued from institutions outside of Canada are only good for 6 months unless otherwise stated on payment. Payments issued from institutions in Canada have no expiry, unless otherwise stated on the payment.

- **Fees paid at a visa office (POS+)**

This is a yellow or white receipt issued from a visa office. Please see your team leader is you come across this type of payment.

Who is a Dependent?

FAMILY MEMBERS INCLUDE A SPOUSE, A COMMON-LAW PARTNER, DEPENDENT CHILDREN, AND DEPENDENT CHILD OF A DEPENDENT CHILD:

TERM	DEFINITION
SPOUSE	REFERS TO EITHER OF THE TWO PERSONS (OPPOSITE OR THE SAME SEX) IN A LEGALLY-RECOGNIZED MARRIAGE.
A COMMON-LAW PARTNER	REFERS TO A PERSON WHO IS LIVING IN A CONJUGAL RELATIONSHIP WITH ANOTHER PERSON (OPPOSITE OR SAME SEX), AND HAS DONE SO CONTINUOUSLY FOR A PERIOD OF AT LEAST ONE YEAR. A CONJUGAL RELATIONSHIP EXISTS WHEN THERE IS A SIGNIFICANT DEGREE OF COMMITMENT BETWEEN TWO PEOPLE. COMMON-LAW PARTNERS MUST ATTACH ANY DOCUMENTS THAT SHOW THEY ARE IN A COMMITTED AND GENUINE RELATIONSHIP, FOR EXAMPLE EVIDENCE THAT THEY SHARE THE SAME HOME, THAT THEY SUPPORT EACH OTHER FINANCIALLY AND EMOTIONALLY, THAT THEY HAVE HAD CHILDREN TOGETHER, OR THAT THEY PRESENT THEMSELVES IN PUBLIC AS A COUPLE. COMMON-LAW PARTNERS WHO ARE UNABLE TO LIVE TOGETHER OR APPEAR IN PUBLIC TOGETHER BECAUSE OF LEGAL OR CULTURAL RESTRICTIONS IN THEIR HOME COUNTRY MAY STILL QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION. COMMON-LAW PARTNERS THAT MEET THE CONDITIONS OUTLINED ABOVE BUT WHO HAVE BEEN SEPARATED FOR REASONS BEYOND THEIR CONTROL (FOR EXAMPLE, CIVIL WAR OR ARMED CONFLICT) MAY QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION.
DEPENDENT CHILDREN	REFERS TO THE CHILDREN OF THE PRINCIPAL APPLICANT OR OF THE PRINCIPAL APPLICANT'S SPOUSE OR COMMON-LAW PARTNER. THEY MUST: • BE UNDER THE AGE OF 22 AND NOT HAVE A SPOUSE OR COMMON-LAW PARTNER; OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT AND HAVE BEEN CONTINUOUSLY ENROLLED AND IN ATTENDANCE AS FULL-TIME STUDENTS IN A POST-SECONDARY INSTITUTION ACCREDITED BY THE RELEVANT GOVERNMENT AUTHORITY SINCE BEFORE THE AGE OF 22 (OR SINCE MARRYING OR ENTERING INTO A COMMON-LAW RELATIONSHIP, IF THIS HAPPENED BEFORE THE AGE OF 22); OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT SINCE BEFORE THE AGE OF 22 AND BE UNABLE TO PROVIDE FOR THEMSELVES DUE TO A MEDICAL CONDITION.
DEPENDENT CHILD OF A DEPENDENT CHILD	• REFERS TO CHILDREN OF DEPENDENT CHILDREN OF THE PRINCIPAL APPLICANT OR THOSE OF HIS OR HER SPOUSE OR COMMON-LAW PARTNER.

Names Policy Condensed Version

- The purpose of the names policy is to serve as a guideline to determine the name to appear in GCMS.

Everyone on a file is required to submit the bio-data page of their passport (if they list one). The bio-data overrides any information provided by the client on the generic application from (IMM08).

If they submit the bio-data page and the name on the application does not match, the name should be entered exactly as indicated on the passport.

If there is no bio-data page then you are to enter the names of all persons exactly as they appear on the application form.

Some passports only have one name field (shown as full name). In such cases, the MRZ (Machine Readable Zone) should be consulted to determine how the full name breaks down into given name and surname.

In some cases, the applicant only has one name, and on the passport this name is usually listed as given name. In this case, GCMS will not allow the surname field to be left blank and this name must be entered as the surname (even if the name is shown in the given name field). This is common in India.

You can leave the first name, middle name and other name field blank.

Here are a few examples that will not be entered if the client requests them. Mr., Dr., Degree initials like BA, PHD.

Jr. & Sr.

- If the applicant's name on the passport shows Jr. Or Sr. In the surname area it will be entered.
- If the passport does not include Jr. Or Sr. In will not be entered.

Philippines, Germany and France Passports do not show the Middle Name in the MRZ. However, it is listed on the bio data page. Middle name is to be entered in GCMS.

Also, if a surname shows an apostrophe in the bio data page and does not show it in the MRZ, it will be entered in GCMS.

A binder has been created to deal with situations when the passport does not clearly indicate what the name should be, when you are unsure please see your team leader on how to proceed.

MI5 INELIGIBLE CATEGORY (HAS A NOC BUT NO ARRANGED EMPLOYMENT)

1) Search the PA in GCMS

- If you get a hit for your PA in the Hit List, you will promote the UCI
- If you do not get a hit for your PA, you will create a UCI
- Record the UCI of the client in the UCI box number 3 under the section entitled **"PERSONAL DETAILS"** on the application.
- Enter Rep's email address (if applicable) and mark as Primary
- Enter the PA's email address
- Enter PA's place of birth

2) Create Application under Associations, (SW1-FED), enter rec'd date then hit control + S, an XE number will populate, write that XE number at top of application.

3) Hyperlink into application and enter the following information: in the third column under Ministerial Instructions select type as **MI5**

4) Prospective App Delete Date: **Change to 2 years from today (2015)**

5) Enter NOC from Schedule 3

6) Enter Occupation from Schedule 3

7) If applicant is using a Rep, please add Rep Party ID to application. Verify Rep information in GCMS matches that of Rep information on Rep Form (IMM5476).

8) Please use Note Template on G-Drive:

Application awaiting initial processing by FSW Team 1
File Number: XE000

Or

Application awaiting initial processing by FSW Team 1
File Number: XE000
"Payment not received with application at CIO-Sydney."

****This Note must be entered in both the Client Screen Notes and the Application Screen Notes"

9) Put back in envelop, write on outside envelop "MI5 Inelig." "Your Initials" put in bucket labeled for agents.

CENTRALIZED INTAKE TRAINING

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INTRODUCTION TO IMMIGRATION

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Document #1 - Course Schedule

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Document #2 - Permanent Residents

Requirements Before Entering Canada

Application before entering Canada

A11. (1) A foreign national must, before entering Canada, apply to an officer for a visa or for any other document required by the regulations. The visa or document may be issued if, following an examination, the officer is satisfied that the foreign national is not inadmissible and meets the requirements of this Act.

If sponsor does not meet requirements

(2) The officer may not issue a visa or other document to a foreign national whose sponsor does not meet the sponsorship requirements of this Act.

2001, c. 27, s. 11; 2008, c. 28, s. 116.

Selection of Permanent Residents

Family reunification

A12. (1) A foreign national may be selected as a member of the family class on the basis of their relationship as the spouse, common-law partner, child, parent or other prescribed family member of a Canadian citizen or permanent resident.

Economic immigration

(2) A foreign national may be selected as a member of the economic class on the basis of their ability to become economically established in Canada.

Refugees

(3) A foreign national, inside or outside Canada, may be selected as a person who under this Act is a Convention refugee or as a person in similar circumstances, taking into account Canada's humanitarian tradition with respect to the displaced and the persecuted.

A20. (1) Every foreign national, other than a foreign national referred to in section 19, who seeks to enter or remain in Canada must establish,

(*a*) to become a permanent resident, that they hold the visa or other document required under the regulations and have come to Canada in order to establish permanent residence; and

(*b*) to become a temporary resident, that they hold the visa or other document required under the regulations and will leave Canada by the end of the period authorized for their stay.

Permanent resident

A21. (1) A foreign national becomes a permanent resident if an officer is satisfied that the foreign national has applied for that status, has met the obligations set out in paragraph 20(1)(*a*) and subsection 20(2) and is not inadmissible.

Right of permanent residents

A27. (1) A permanent resident of Canada has the right to enter and remain in Canada, subject to the provisions of this Act.

Conditions

(2) A permanent resident must comply with any conditions imposed under the regulations.

Residency obligation

A28. (1) A permanent resident must comply with a residency obligation with respect to every five-year period.

ABROAD

R70. (1) An officer shall issue a permanent resident visa to a foreign national if, following an examination, it is established that

(*a*) the foreign national has applied in accordance with these Regulations for a permanent resident visa as a member of a class referred to in subsection (2);
(*b*) the foreign national is coming to Canada to establish permanent residence;
(*c*) the foreign national is a member of that class;
(*d*) the foreign national meets the selection criteria and other requirements applicable to that class; and
(*e*) the foreign national and their family members, whether accompanying or not, are not inadmissible.

Classes

(2) The classes are

(*a*) the family class;
(*b*) the economic class, consisting of the federal skilled worker class, the transitional federal skilled worker class, the Quebec skilled worker class, the provincial nominee class, the Canadian experience class, the investor class, the entrepreneur class, the self-employed persons class, the transitional federal investor class, the transitional federal entrepreneur class and the transitional federal self-employed persons class; and
(*c*) the Convention refugees abroad class, the country of asylum class and the source country class.

Document #3 - Abroad Selection criteria

FAMILY CLASS

The objectives of IRPA recognize the importance of family reunification. Family class applications serve the purpose of reunifying a Canadian citizen or permanent resident with his/her close family from abroad. The process is generally started by a sponsor in Canada who submits a completed sponsorship application with supporting documentation to the Case Processing Centre (CPC-M) in Mississauga. This office is not open to the general public. The staff deals only with mail-in family class applications. They ensure that the person is eligible to sponsor the application for the people named on the sponsorship undertaking.

Sponsorship:

The sponsor in Canada completes a sponsorship application agreeing to support the sponsored foreign national (member of the family class) and any family members included in the application for up to 10 years. The application is sent to CPC Mississauga for processing.

In the case of a spouse, common-law partner, conjugal partner or dependent children, the completed application for permanent residence is sent to CPC-M along with the completed sponsorship application.

The SDA at CPC-M reviews the application to make sure that the sponsor meets the requirements of IRPA and its regulations, including having a sufficient income to fulfill the obligations of the undertaking. [See R130 – R137 for details.]

A copy of the application is then sent to the appropriate visa office

The prospective permanent resident completes an application for permanent residence and undergoes an Immigration medical examination, as do all family members.

If there are no medical or criminality/security problems a permanent resident visa is issued.

Members of the family class

- Spouse (same or opposite sex; marriage recognized in Canada and in the jurisdiction where it took place)
- Common-law partner (as defined in R1(1)) includes:
  - An individual who is cohabiting with the person in a conjugal relationship, having so cohabited for at least one year (includes same-sex couples)

- An individual who is unable to cohabit with the person, due to persecution or any form of penal control (R1(2))

- Conjugal partner (as defined in R2)

- Dependant child (as defined in R2) is:
  - Biological child of the parent, or adopted child of the parent; and
  - Less than age 22 and not a spouse/common-law partner;
  - Age 22 or more, a full-time student, and financially supported by parents since turning 22 or since marrying, whichever was earlier; or
  - Age 22 or more, mentally or physically disabled, incapable of self-support, and financially supported by parents

- Father, mother, grandfather, grandmother

- Brother, sister, nephew, niece, grandchild if:
  - Orphaned;
  - Less than 18; and
  - Not a spouse/common-law partner

- Child to be adopted if:
  - Less than 18
  - Not primarily to obtain permanent residence
  - Adoption from country that conforms to Hague Convention on Adoption, and Convention Against Child Trafficking
  - No objection by province of destination

- Any other relative (if sponsor has no relatives in Canada and no relative who could be otherwise sponsored)

The ability to accept an application under the family class category is limited by the applicable definitions as they appear in our legislation. Specifically, definitions that are relevant to family class sponsorships are provided in sections 1 and 2 of the regulations.

REFUGEE CLASS

The second class of permanent residents is the refugee protection class. The Canadian federal government helps refugees resettle in Canada. The refugee and humanitarian resettlement program allows Canada to uphold its humanitarian tradition. In addition to government efforts, private sponsorships enable organizations and groups of individuals to assist refugees and other people in similar circumstances to rebuild their lives in Canada.

The following are categories of refugees who are assessed abroad but who come to Canada as permanent residents:

-
- ***Convention refugee abroad (A96)***

  Is someone who:

  - Is outside his/her country(ies) of citizenship or habitual residence
  - Has reasonable grounds to fear persecution for reason of:
    - Race
    - Religion
    - Nationality
    - Political opinion or
    - Membership in a particular social group

- ***Humanitarian protected person abroad:***

  - ***Country of asylum class –***
    - are outside your home country or the country where you normally live
    - have been, and continue to be, seriously and personally affected by civil war or armed conflict, or have suffered massive violations of human rights
    - cannot find an adequate solution to your situation within a reasonable period of time and
    - will be privately sponsored or have the funds required to support yourself and your family members.

  - ***Source country class –***
    - live in a country that has been named a source country of refugees
    - live in your home country

- have been, and continue to be, seriously and personally affected by civil war or armed conflict
- have lost the right of freedom of expression, the right of dissent or the right to engage in trade union activity, and have been detained or imprisoned as a result
- fear persecution because of race, religion, nationality, membership in a particular social group or political opinion
- cannot find an adequate solution to the situation within a reasonable period of time and
- will be assisted by the Government of Canada, be privately sponsored or have the funds needed to support yourself and your family members after you arrive in Canada.

The Process:

- The refugee's application must be accompanied by a referral from the UNHCR or an undertaking (R150(1)).

- The officer determines if the person meets the definition of one of the Refugee classes.

- If so, they are informally assessed to determine if they can be resettled in Canada and become successfully established in Canada given the support that will be available to them (sponsorship). This does not apply to the refugee and their family members if they intend to reside in Quebec. [R139(1)(g)] The provincial authority of that province must be of the opinion that they meet the selection criteria and are not otherwise inadmissible.

  This also does not apply if an officer determines they are vulnerable (unaccompanied minor, woman at risk) or in urgent need of protection (life, liberty or physical safety is under immediate threat). [R139(2)]

- The refugee is assessed for criminality/security and medical admissibility.

- If all requirements are met a permanent resident visa can be issued.

- On arrival in Canada the refugee becomes a Permanent Resident and will be eligible for certain benefits to help with his/her settlement in Canada (e.g., language training, temporary housing, assistance from sponsoring organization, etc.).

ECONOMIC CLASS

The third category of permanent residents is applicants who will be assessed on the skills and/or expertise they could bring to Canada. The economic permanent resident applicants are assessed against a selection system based on a category. These categories are:

- Federal skilled worker
- Quebec skilled worker
- Provincial nominee
- Canadian Experience
- Business applicants:
  - Entrepreneur
  - Investor
  - Self-employed

1. Quebec Skilled Worker

Persons who are destined to become permanent residents in Quebec are assessed under the Quebec skilled worker class and must meet Quebec's selection criteria to be eligible.

If they are successful, they will receive an appropriate Certificate of Selection of Quebec (CSQ). Nonetheless, these applicants also need to meet the federal requirements for admissibility. If they fail to meet either provincial eligibility or federal admissibility, their applications will be refused.

2. Provincial nominee

Another type of independent permanent resident applicant is a provincial nominee. Applicants under this category are selected in consultation with the province interested in making the nomination. A recent example of this sort of applicant selection was done in co-operation with Manitoba to address an urgent need for skilled workers for their garment industry.

3. Canadian Experience

The Canadian Experience Class is prescribed as a class of persons who may become permanent residents on the basis of their Canadian experience and who:

- intend to reside in a province or territory other than Quebec;

- have maintained temporary resident status during their qualifying period of work experience as well as during any period of full-time study or training in Canada; and,
- meet the language requirement.

There are two streams available: Temporary Foreign Worker Stream (2 years of full-time equivalent work experience at the NOC 0, A or B level); Post-Graduation Stream (2 years of study, degree, 1 year of full-time employment at the NOC 0, A or B level within the 2 years preceding application).

4. *Business*

The fourth component of the economic class permanent resident category is the business applicant. This particular type of economic applicant subdivides into three component parts. These applicants are also assessed using selection factors.

Because business applicants are awarded a substantial number of bonus points, a key element for selection hinges on the applicant being able to meet the definition of the category under which they are applying.

After meeting specific eligibility criteria all applicants still need to be admissible, (not be described in Section 34 to 42 of IRPA). Generally, this would include meeting medical requirements and background checks for criminality/security. Once all members of the family meet all requirements, each individual is issued a permanent resident visa that is processed when they first arrive in Canada.

5. *Business class definitions*

- Entrepreneur
  An applicant who has a net worth of at least $300,000 and who intends and has the ability to establish, purchase, or make a substantial investment in a business or commercial venture in Canada which will make a significant contribution to the economy and create or continue employment opportunities in Canada for one or more Canadian citizens or permanent residents, other than the entrepreneur and his/her family members. The applicant must also intend and have the ability to provide active and ongoing management of the business or commercial venture.

- Investor
  An applicant, who has successfully operated, controlled or directed a business. This person must have a net worth of at least $800,000 and agree to make an investment in the sum of $400,000 to an agent for allocation into all approved funds, and in the case of an investor approved by a province, that investment is non-refundable for at least five years. The approved funds will contribute to the creation or continuation of employment

opportunities for Canadian citizens or permanent residents and actively foster the development of a strong, viable economy and regional prosperity in Canada.

- Self-Employed
  A person seeking to enter Canada as a permanent resident under the self-employed category is a person who has the ability to establish or purchase a business in Canada. The business will create an employment opportunity for the applicant and make a significant contribution to the cultural or artistic life of Canada, or to athletics in Canada at the world-class level, or will consist of the purchase and management of a farm in Canada.

Document #4 - Federal Skilled Worker Class

Skilled workers are people who can become permanent residents because they are able to establish themselves economically in Canada.

To be accepted as a skilled worker, applicants must:

- Meet Eligibility Requirements under the relevant Ministerial Instructions in either:
  - Work Experience in an "In-Demand" Occupation field (NOC);
  - Arranged Employment
  - Ph.D. Studies
- Meet the minimum work experience requirement:
  Applicants **must have at least one (1) year full-time, paid work experience (or the equivalent part-time experience) within the last ten (10) years in an occupation or occupations described in NOC 0, A or B. Failure to meet this requirement results in refusal of the application.
- Prove that they have the funds required for settlement; and
- Earn enough points in the six selection factors to meet the pass mark (education, official languages, work experience, age, employment arrangement in Canada and adaptability).

Selection Criteria

- Education (maximum of 25 pts.)
- Proficiency in English and French (maximum of 24 pts.)
- Experience (maximum of 21 pts.)
- Age (maximum of 10 pts.)
- Arranged employment (maximum of 10 pts.)
- Adaptability (maximum of 10 pts.)

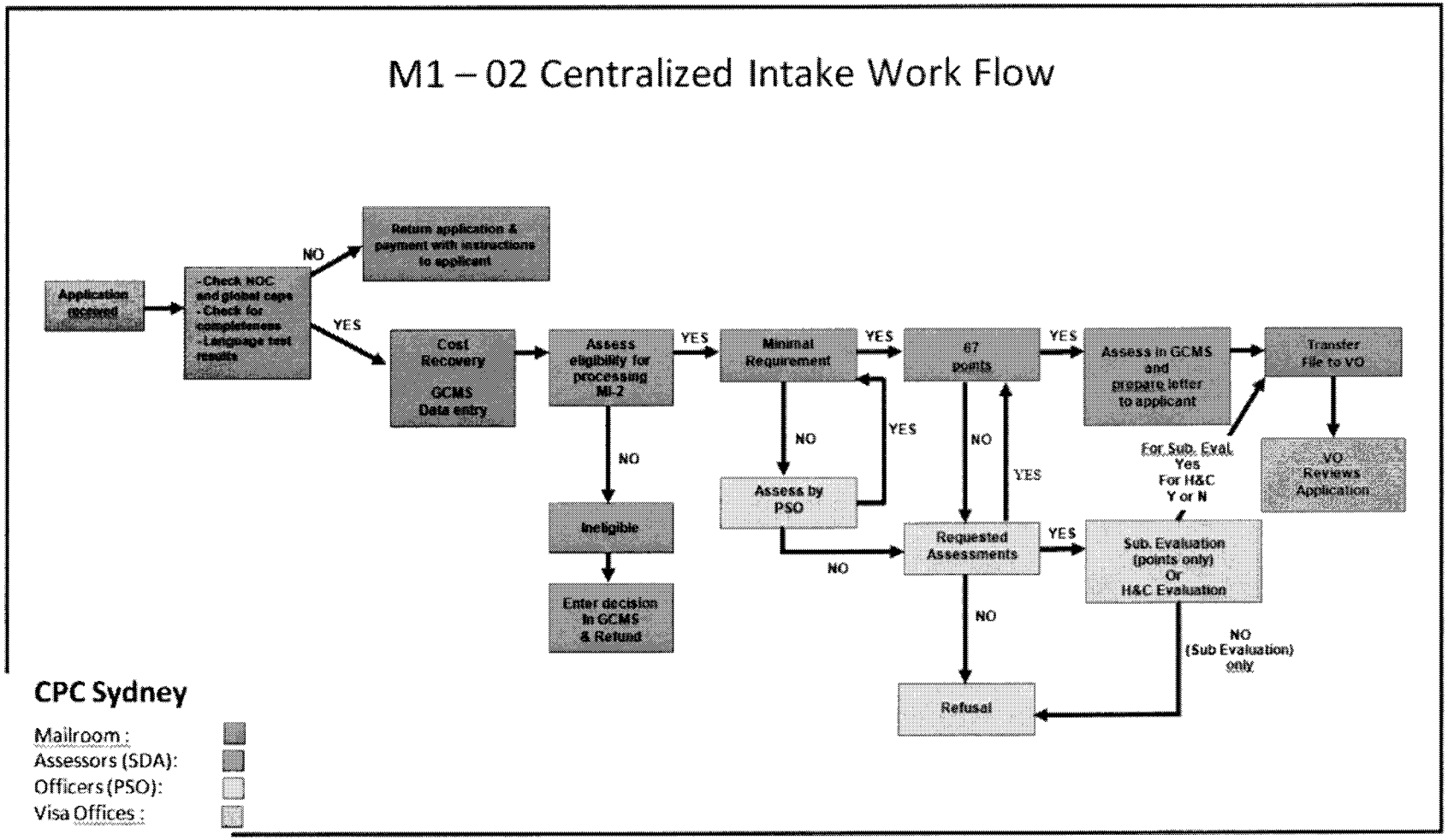
N.B. Applies only to applicants who intend to reside in a province **other than** Quebec.

Points requirement: 67 points

MODULE 02 -
WORKFLOW : ROLES AND RESPONSIBILITIES

Document #1 - Centralized Intake Office Work Flow
Document #2 – Roles & Responsibilities
Document #3 - Instrument of Designation and Delegation

Document #1 - Centralized Intake Office Work Flow



Document #2 – Roles and Responsibilities

Mailroom

Processor #1 Service Delivery Clerk CR-03:

Mail - Open mail, stamp envelope with received date, record tracking number on spreadsheet, enter daily mail count on G-drive spreadsheet,

Processor #2 Service Delivery Clerk CR03:

Completeness Check - Review application for completeness. Ensure the application is signed, dated, money received in Canadian funds or credit card payment, all relevant information on the application has been completed, ensure that application meets R10. If Use of Representative form (IMM5476) is included, make sure the representative meets the regulatory definition of an authorized rep under IRPA. Ensure the application includes an acceptable language test, and that the cap has not been reached.

If application is complete, application is placed in a file jacket and then sent to be created in GCMS. *Note, if appropriate documentation is on file, an orange tag must be stapled to the file jacket to identify the file as requiring SW2 (Arranged Employment) assessment. Also, if the applicant has requested French processing or there is French documentation on file for assessment, the file will be flagged with a pink tag to be selected for processing by a bilingual agent and/or officer.

If application is not complete, a letter identifying the missing requirements is sent with applicable appendices and the entire application is returned to the client. Note: All returned applications must also be created in GCMS, for tracking purposes.

Note: If the application appears to be ineligible because it was received after an annual cap was filled, it is sent to the assessment unit for return to the applicant.

Processor #3 Service Delivery Clerk CR03:
Scanning – GCMS Application is created. Only essential details (name of PA, authorized rep, NOC code, MI Criteria for processing) are entered in GCMS initially to ensure the file is counted into the appropriate cap. The file is then sent to Mailroom Processor #4 for Cost Recovery (see duties outlined below).

Processor #4 Service Delivery Clerk CR03:

Cost Recovery – review the file to determine the method of payment. We do not accept HPM payment for FSW applications.

If payment is certified cheque, bank draft, or international money order in Canadian dollars, relevant information to cost recover fees are input in SAP finance system (ie. Applicant's name, mailing address and type of payment). Assignment of B file number is input into SAP for tracking purposes. At end of day the clerk reconciles negotiable and prints SAP report for verification. Once verification is confirmed the negotiable are forwarded to the Team Leader for auditing and transmission for deposit. Once cost recovery is complete, payment information must be entered into GCMS. The file is then sent to Mailroom Processor #5 for complete Data Entry (see duties below).

If payment form is received for Credit Card payment, credit card details must be entered into RPM system for authorization of payment. Once payment has been authorized, payment details are entered into the SAP system and the payment process continues as above. The file is then forwarded to Mailroom Processor #5 for Data Entry.

Processor #5 Service Delivery Clerk CR03:

Data Entry – The relevant information is taken from the application and input into GCMS. The complete bio-data (name, date of birth, address, phone number, country of birth) for principal applicant and dependants are input, including personal information (ie. Marital status, height, eye color, city of birth, country of birth, citizenship), education and language information, current occupation and applicable National Occupational Classification Code(s) (NOC), etc. for the principal applicant and dependants are input. The GCMS application is promoted as a "real" application at this stage – certain aspects of the application are then locked and can't be altered, and the application cannot be deleted after this point. Once data entry is complete file is forwarded to the File Assessment Unit.

*In addition, CR-03 clerks are also responsible for physical shipment of files to Visa Offices on a weekly basis. Once an electronic GCMS file has been transferred, the paper file is forwarded to the courier room to be prepared for shipping to visa offices abroad.

File Assessment Unit – Service Delivery Agent (PM01):

The application and information is reviewed by agent to ensure applicant meets the criteria of the Ministerial Instructions for SW1 (NOC); SW2 (Arranged Offer of Employment); or the Ph.D. (MI4) Stream.

If application is determined NOT to be eligible for processing, the decision and corresponding notes are entered in GCMS. The agent then prepares and sends a letter to the applicant notifying them that their application is not eligible for processing. The agent must also prepare the refund authorization form - the file is then forwarded to the finance unit for processing of the refund.

If application is determined to be eligible for processing, decision is updated in GCMS. The agent then assesses the application for minimum requirements and then each of the six selection factors, assigning points as appropriate.

- If the minimum requirements have been met and if the applicant appears to have achieved the necessary 67 points, a letter is sent to client informing them that further processing will now take place at the Visa Office. The file is then sent to the File Transfer Unit to be electronically transferred.
- If either the minimum requirements have not been met, OR the applicant has not achieved 67 points, the file is forwarded to the Service Delivery Specialist group for review and final assessment by officer. (No letter is sent to the client in this case.)

*In addition, PM01 agents are also responsible for electronic transferring of files to Visa Offices on a weekly basis. Once an electronic GCMS file has been transferred, the paper file is forwarded to the courier room to be prepared for shipping to visa offices abroad.

Service Delivery Specialist (Program Officer) PM-03:

Officer reviews the file and reasons for agent's referral to the officer. Officer performs an in-depth analysis to concur or refute the agent's recommendation.

If negative recommendation stands, the refusal reasons are noted on file and updated in GCMS. A letter to the client is prepared and sent outlining the reasons for the negative decision. Once GCMS has been updated and the client has been notified, file is forwarded to File Retention.

If Officer makes a positive decision, the positive assessment note is recorded in GCMS. A letter is sent to client informing them that further processing will now take place at the Visa Office. The file is then sent to the File Transfer Unit to be electronically transferred.

*The SDS Officers also participate in an internal Quality Monitoring Program; the development of policies and procedures, ATIP, litigation work, etc.

Finance Clerk CR-04:

Applications with a negative eligibility determination by the Service Delivery Agent are eligible for a refund. Once file has been received in the Finance Unit processing of the refund will commence. Finance clerk reviews Refund Authorization Form which was completed by the agent. Finance Clerk verifies current address of client in SAP & GCMS, and updates GCMS to indicate date & amount of refund. Electronic approval of Refund completed in SAP by clerk, applicable notation made to file, file is sent to File Retention.

Document #3 - Instrument of Designation and Delegation

Reference: Instrument of Designation and Delegation, IL-03

Column 1 Item	Column 2 Act and Regs. References	Column 3 Description of Power	Column 4 Delegates/ Designated Persons
		VISA APPLICATIONS	
4.	A16(1), A16(2)(*a*)	Designated authority – Determine what **evidence and documents** are necessary for the completion of an examination carried out under the authority of the Minister of Citizenship and Immigration and **require** evidence and documents from the person being examined including photographic and fingerprint evidence.	**Centralized Processing Region:** C&I Case Processing Agent Support Service Agent Support Services Clerk, FSW Program Support Officer Service Delivery Specialist
11.	A11, A15, A87.3, R75(3), R80(6), R83(2), R203	Designated authority (in Canada) – Application for permanent residence visa (Federal Skilled Worker Class). Be satisfied whether the foreign national making an application for **permanent resident visa under the Federal Skilled Worker Class** meets or does not meet the requirements of the Ministerial Instructions made pursuant to A87.3; **process** the application for permanent resident visa; refuse **the application** for a visa; return, retain or otherwise dispose of the application; or send the application to the relevant Canadian mission overseas for further processing.	**Centralized Processing Region:** C&I Case Processing Agent Service Delivery Specialist Strategic Analysis Officer Program Support Officer
43.	A25(1), A87.3	Delegated authority – **Refuse to process** or **refuse** applications for humanitarian and compassionate consideration that accompany permanent resident applications, in accordance	**Centralized Processing Region:** C&I Case Processing Agent

		with the Ministerial Instructions made pursuant to A87.3	Program Support Officer

MODULE 03 - COMPLETENESS CHECK

Document #1 - Is the Application Complete
Document #2 – Checklist / Order of Documents

- Module 3 Exercise - Is it the Correct Amount?

Document #1 - Is the Application Complete? What to Look for

GLOBAL CAP / SUB-CAP CHECK

Since the introduction of the second set of Ministerial Instructions on June 26, 2010 – under the MI2, MI3 and MI4 instructions, there was a "cap" or maximum intake of FSW applications to be accepted each year. This cap only applied to applications received in the NOC and Ph.D. processing streams; there is no cap on arranged employment applications. The first step in the completeness check process is to verify whether the applicant is applying through the Ph.D., arranged employment or specified NOC category. If it is determined to be an application for which annual caps are counted, the completeness check clerk must determine whether applicable annual caps have been reached. If caps have been reached, the application will not be processed and must be sent to a designated decision maker to be returned to the applicant.

ACCEPTABLE LANGUAGE TEST

Next, the file must be reviewed for evidence of an acceptable language test. As of June 26, 2010, a valid official language test result from a designated language testing agency must be submitted as part of all FSW applications (IELTS; CELPIP; or TEF). Test results must not be more than two years old at the time the application is received. If the language test results are not on file, the application will not be processed and will be returned as incomplete.

FEE PAYMENT FORM (R10(1)(d)) – IMM5620

Applicable fees for an FSW application are shown in the table below:

Processing Fee	Amount per person
Principal applicant	$550
Each family member age 22 or older	$550

Each family member under age 22 who is married or in a common-law relationship	$550
Each family member under age 22 who is unmarried and not in a common-law relationship	$150

Right of Permanent Residence Fee	Amount per person
Principal applicant	$490
Spouse or common-law partner	$490

The application fees for the Principle Applicant (PA) and each accompanying family member are required to be received with the application. The Right of Permanent Residence Fee (RPRF) may be paid with the initial application submission OR at any time later in the process, up until the visa is received.

Review the Fee Payment Form (IMM5620). If fee payment indicates insufficient funds, the file must be returned. Certified cheques, money orders, bank drafts and credit cards payments MUST be in Canadian funds. Credit cards noted for payments MUST be valid for 9 months from submission date. There are some countries that do NOT have access to Canadian funds; these countries are allowed to submit a POS payment receipt (indicated fees paid at mission) which is NOT in Canadian funds.

USE OF AUTHORIZED REPRESENTATIVE (R10 (2)) – IMM5476

Compensated representatives charge a fee or receive some other form of consideration in exchange for the advice and representation that they provide. Paid representatives must be authorized by CIC.

Authorized representatives are:

- immigration consultants who are members in good standing of the Immigration Consultants of Canada Regulatory Council (ICCRC);

- lawyers and paralegals who are members in good standing of a Canadian provincial or territorial law society and students-at-law under their supervision;
- notaries who are members in good standing of the *Chambre des notaires du Québec* and students-at-law under their supervision.

If the application identifies a paid representative who is not a member of one of these designated bodies, the application must be returned.

REVIEW OF R10

The file is now reviewed for all necessary information required (as per Regulation 10) to complete the assessment – see the regulatory reference below.

R10. (1) Subject to paragraphs 28(*b*) to (*d*), an application under these Regulations shall

(*a*) be made in writing using the form provided by the Department, if any;

(*b*) be signed by the applicant;

(*c*) include all information and documents required by these Regulations, as well as any other evidence required by the Act;

(*d*) be accompanied by evidence of payment of the applicable fee, if any, set out in these Regulations; and

(*e*) if there is an accompanying spouse or common-law partner, identify who is the principal applicant and who is the accompanying spouse or common-law partner.

Required information

(2) The application shall, unless otherwise provided by these Regulations,

(*a*) contain the name, birth date, address, nationality and immigration status of the applicant and of all family members of the applicant, whether accompanying or not, and a statement whether the applicant or any of the family members is the spouse, common-law partner or conjugal partner of another person;

(*b*) indicate whether they are applying for a visa, permit or authorization;

(*c*) indicate the class prescribed by these Regulations for which the application is made; and

(*c.1*) include the name, postal address and telephone number of any person who represents the applicant, and the person's fax number and electronic mail address, if any;

(*c.2*) if the person who represents the applicant is charging a fee for representation, include

(i) the name of the organization referred to in the definition "authorized representative" of which the person is a member, and

(ii) the membership identification number issued by that organization to the person; and

(*d*) include a declaration that the information provided is complete and accurate.

Application of family members

(3) The application is considered to be an application made for the principal applicant and their accompanying family members.

File Creation - GCMS

Once the file is determined to be complete, the application and documents are assembled in the correct order and placed in a B-file jacket. Before it is sent on to cost-recovery, the application must be created in GCMS, so it will be "counted" in under the correct cap. The file creation process requires minimal data-entry in GCMS, only enough to enable the departmental reports to capture it during the daily "cap count". The data entry elements included in this file creation are:

- Search for /Create the client (Principle Applicant), using key data such as name, DOB, country of birth, etc.
- Enter the PA's email address, and that of the authorized representative, if applicable
- Create the prospective FSW application (SW1-FED), and associate it to the PA
- Populate the following fields:
  - REC'D DATE
  - REC'D VIA
  - LOCK-IN DATE
  - SUBCATEGORY(MI3)
  - CORRESPOND LANG
  - MINISTERIAL INSTRUCTION CRITERIA (AE or Specified NOC)
- Add the authorized representative to the application, if applicable

- Add the following client details: NOC, as indicated on Schedule 3; and Current Occupation
- Identify the Paper File ("B-File") Number, and Paper File Location (ie. Registry)

Document #2 - Completeness Checklist

Documents to insert

Module 3 Exercise – Is it the correct amount?

Instructions:

1- Read the scenario
2- Calculate the correct processing fees that apply in this case.
3- Answer the question for each scenario.

SCENARIO:

1) **Sam R (age 21) is applying for permanent residence in Canada as a skilled worker. His application lists his spouse, Sally (age 18) and their son, Stuart (age 1). What fees apply?**

2) **Roger (age 50) is applying for permanent residence in Canada as a skilled worker. His application include his wife, Barbara (age 45), one son, Hugo (age 28), and two daughters, Sophie (age 24) and Margaret (age 20). His wife and his two daughters are accompanying him to Canada. He has included a money order for 1400$CAN. Is this the correct amount?**

3) **Victoria (age 22) is applying for permanent residence in Canada as a skilled worker. She has listed her daughter (age 2) as her dependent child in her application. She has included a certified cheque of 700$CAN for the processing fees and a certified cheque of 980SCAN for the Right of Permanent Resident Fees. Is this correct?**

4) **Maria (age 25) is applying for permanent residence in Canada as a skilled worker. On her application, she has listed her spouse (age 25), and her two sons (age 5 and 3) as her accompanying family members. What fees apply?**

MODULE 04 -
INTRODUCTION TO COST RECOVERY & DATA ENTRY

Document #1 – Introduction to Cost Recovery at CIO
Document #2 - SAP, RPM and POS - Reading the receipt
Document #3 – GCMS File Creation and Data Entry

- Module 4 Exercise – Searching in GCMS

Appendix A: Affected missions and countries where a certified Canadian instrument is impossible or difficult to obtain.

Appendix B: GCMS Data Entry (Quick Steps)

Document #1 – Introduction to Cost Recovery at CIO

After the completeness check stage the file is forwarded to the Cost Recovery Unit to have the fees processed. Applicants may pay their FSW application fee by either certified instrument in Canadian funds, or by credit card. There are FSW applicants from countries where a certified Canadian bank instrument is impossible or difficult to obtain. In some countries where a certified Canadian bank instrument is difficult or impossible to obtain, and where credit card payment is not an option, applicants may opt to make their payment in local currency at the mission.

See Appendix A for the list of selected countries and visa offices.

In those cases, applicants will submit a **POS receipt** from the mission with their application to CIO.

For all other FSW applicants, payment is processed at CIO in the SAP payment processing system, and the SAP receipt will remain on the file throughout processing. The **SAP receipt** will show the name and address of the PAYER (not always the principle applicant). If a refund of the application is necessary, the refund must also be made out to the PAYER. When requesting a refund, you should always verify the payment information, as well as the payer's information, with the **IMM5620 Payment Form** AND the SAP receipt.

Note: In the case of a credit card payment, the payment is first processed using an internet based payment processing system which draws the funds from the credit card account directly. Once the payment has been approved in the RPM system, it is then registered on the SAP system. For these cases you will notice a copy of the **RPM receipt** on file as well.

The final step in the cost-recovery process is to record the payment details in GCMS. At this point in processing the fee payment details are recorded, but fees are not allocated until the data entry has been completed. Once the payment details are recorded in GCMS, the file is sent to data entry.

Document #2 - SAP, RPM and POS - Reading the receipt

Documents to insert

Document #3 - GCMS Data Entry

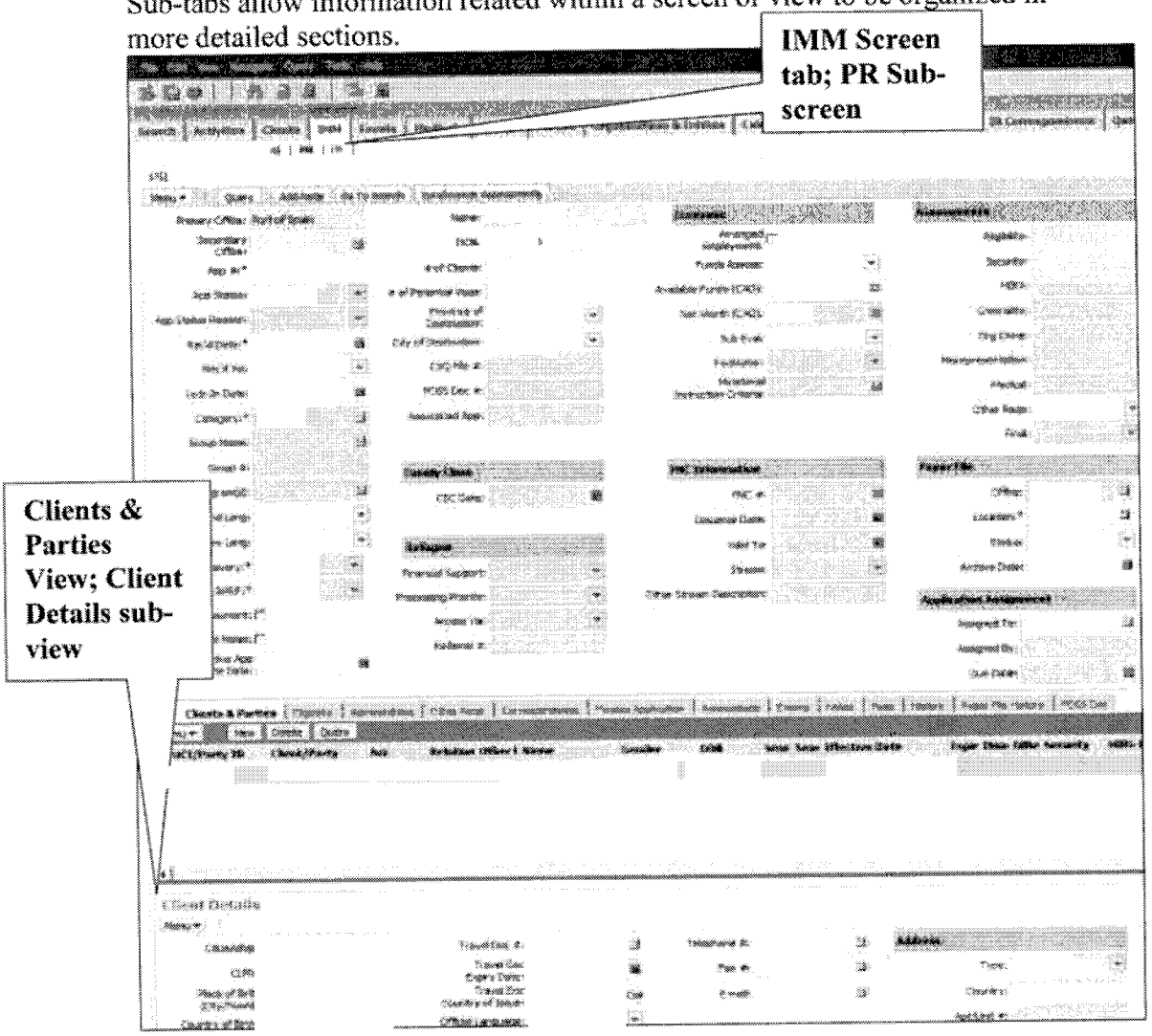
Now that a complete application has been started in GCMS and the fees have been recorded, it is time to add all of the client, application and document details to the electronic application in GCMS. This is the data entry stage at CIO. *See Appendix B for complete data-entry steps.

GCMS screen hierarchy

GCMS uses a hierarchy of screens and views to organize and present information:

- Screens (A) are located at the top of the display.
- Views (B) are located directly below the screens.
- Applets (C) within a view are located at the bottom of the display and are connected to the specific screen or view in focus.

Sub-tabs allow information related within a screen or view to be organized in more detailed sections.



Module 4 Exercise - Searching in GCMS

These exercises are designed to provide you with practice using GCMS Search and Query functionality.

1. Search for :

   in the United States.

   Navigate to her client record.

   What is her eye colour? _____

2. Search for:

   Female, born or

   What other given name is on the record? _____

   Are there any other Family Names for Karen? _____

3. Perform a multi-person search for the following and record their UCIs:

Family Name	Given Name	COB	DOB	UCI
		HONG KONG		
		UNITED STATES OF AMERICA		
		CANADA		

Appendix A – List of affected missions and applicants from countries where a certified Canadian instrument is impossible or difficult to obtain.

#	MISSION	COUNTRIES
1	Islamabad	Pakistan, Afghanistan
2	Accra	All countries served by mission
3	Bucharest	Moldova
4	Sao Paulo	Brazil
5	Moscow	All countries served by mission
6	Pretoria	Angola, Zimbabwe
7	Caracas	Venezuela
8	Vienna	Bosnia-Herzegovina, Kosovo, Serbia, Montenegro
9	Warsaw	Poland, Estonia, Belarus
10	Ankara	Georgia, Azerbaijan, Turkmenistan
11	Kiev	Ukraine
12	Havana	Cuba
13	Buenos Aires	Argentina, Uruguay, Paraguay
14	Nairobi	Congo, Djibouti, Eritrea, Ethiopia, Rwanda, DRC, Burundi, Comores, Réunion, Somalia, Tanzania
15	Abidjan	All countries served by mission
16	Guatemala	Guatemala, El Salvador, Nicaragua, Honduras and Panama

Appendix B – Data Entry Steps

1. **Search** for all dependants; if no record, create a Client record for each.
2. Clients Screen - For all applicants on the file, enter relevant personal information (ie. full name, gender, DOB, etc.) For the PA, phone number(s) and email address(es) are also required.
3. Clients>Addresses view - Enter the mailing address for the principal applicant and the current residential address for all clients.
4. Clients>Documents>Travel Documents sub-view - current passport number, country of issue and expiration date.
5. Hyperlink to the application from the Associations tab on the principle applicant.
6. IMM Screen: Secondary Office - select office the file is to be sent to. (ex. London)
7. IMM>Clients and Parties view – add each dependent to the application by entering UCI and details of relationship.
8. IMM>Clients and Parties>Client Details applet - enter relevant details for each applicant (ie. citizenship, marital status, official language, NOC*, etc). For the PA, pick-in telephone and email. For the rep, verify their address, phone and fax numbers, and e-mail address against their use of rep form.
9. IMM>Eligibility>Schedule Info sub-view - details on the client's Schedule 3 form. Also, the language test type, the test number, test date, and test results.
10. IMM> Fees view. Ensure the fee lines are correct and allocate the fees.
11. Hyperlink to each client (Clients screen) and click on the "Background Info" view tab.
12. Clients> Background Info >Additional Family Info sub-view - for selected applicants, the personal details for parents, spouse, and/or children (if applicable) - name, gender, DOB, COB, Date of Death, marital status, and address. As well, enter any family members living in Canada listed on their additional family information sheet.
13. Check each Schedule 1 on file - if yes to any of the questions and/or additional info provided - click on the Statutory Questions sub-tab.
14. Clients> Background Info > Statutory Questions sub-view - Update the Statutory questions answers as necessary depending on the entries on the schedule 1 & enter additional details if provided.
15. Query the application again. Click on the "Promote application" button at the top of the application.

Once the data entry is complete and the application has been promoted, the file is sent to be assessed by a Service Delivery Agent.

MODULE 05 -
NOC, NOC Matrix and the Ministerial Instructions

Document #1 – Introduction to the NOC and NOC Matrix

- Module 5 Exercises – Finding the NOC

Document #2 – Ministerial Instructions
Document #3 – Reviewing the Duties under the NOC

Reference – OB318

Document #1 – Introduction to the NOC and NOC Matrix

NOC

The National Occupational Classification (NOC) is the nationally accepted reference on occupations in Canada. It is used analyze and communicate information about occupations, and to understand the jobs found throughout Canada's labour market. The NOC is a standard that classifies and describes the occupations in the Canadian economy.

NOC Matrix

The NOC Matrix provides an overview of the entire occupational classification structure based on Skill Levels and Skill types. Skill Types are represented in the columns while the Skill Levels are found in rows. All Skill Types may be accepted for processing in the FSW category. However, only Skill Levels 0, A and B are considered when processing FSW applications.

Skill Level A: Occupations Usually Requiring a University Education
Always have "1" as the second digit. For skill level A, the first digit will identify the skill type.

Example: NOC 3112: General Practitioners and Family Physicians
1 as the second digit indicates skill level A; 3 as the first digit indicates Heath Occupations (type).

Skill Level B: Occupation Usually Require College Education or Apprenticeship Training
Will have 2 as the second digit, as a general rule*. For skill level B, as with skill level A, the first digit will identify the skill type.

Example: NOC 6241: Chefs
2 as the second digit indicates skill level B; 6 as the first digit indicates Sales and Service Occupations (type).

*Exception: With Skill Level B, under Skill Type 7, there are two major groups: **72 and 73.**

Skill Level 0: Management Occupations

With the A and B skill level occupations, you have been told to pay attention to the second digit to identify the skill level. For occupations at the 0 skill level this rule changes. NOC codes at the skill level 0 will always begin with a "0". For ALL management occupations at the 0 skill level, the second number in the 4-digit NOC code will identify the skill type.

Example: NOC 0631: Restaurant and Food Services Managers

0 indicates Management Occupation (level), 6 indicates Sales and Service Occupations (type)

Note: Generally a NOC code containing a 4 or 6 as the second digit will not be acceptable for FSW applications, as these represent occupations at the C and D skill levels. However, **ALL** NOC codes beginning with a "0" are acceptable, since the 0 as a first digit represents Management Occupations (0 skill level).

Document to insert – NOC Matrix

Module 5 Exercises: Reviewing the NOC

Exercise #1: Name the Skill Level

Instructions: Identify the Skill Level for the NOC four-digit codes below.

1. **0811**_____
2. **2112**_____
3. **9234**_____
4. **0631**_____
5. **3413**_____
6. **7312**_____
7. **4151**_____
8. **3233**_____
9. **0111**_____
10. **8222**_____

Exercise #2: Find the 4 digit NOC codes

Instructions: Find the NOC four-digit code for the occupations listed below.

Computer programmer _____

Bookkeeper _____

Motor vehicle mechanic _____

Accountant _____

Mould maker (Pottery)_____

Exercise #3: Find the 4 digit NOC codes

Instructions: Find the occupation and NOC code that correspond to the duties described below.

1. I plan and organize the operations of information systems and electronic data processing (EDP) departments and companies. I control the budgets and expenditures of a department, company, or project.

2. I perform a limited range of technical functions in support of agriculture, plant breeding, animal husbandry, biology, and biomedical research.
I assist in collecting samples of water, soil, plant and animal populations.

3. I assess patients' physical abilities through evaluative procedures such as functional ability tests. I evaluate effectiveness of treatment plans and modify accordingly. I establish treatment goals with patients based on physical diagnoses. I may conduct research and provide consulting or education services.

4. I instruct students in the interpretation of scripts, speech, movement and dramatic theory. I prepare students for auditions and performances. I coach performers in creative expression, styles of acting and performing, response to audience and other techniques.

5. I prepare and cook complete meals or individual dishes and foods on a daily basis. I schedule and supervise kitchen helpers and maintain records of inventory and records of food, supplies and equipment. I set up and oversee special buffets weekly and on special occasions. I occasionally plan menus, determine size of food portions, estimate food requirements and costs, and monitor and order supplies.

Document #2 – Ministerial Instructions 3, 4 and 5

MI3 – Notice in the Canada Gazette:

Vol. 145, No. 26 — June 25, 2011

GOVERNMENT NOTICES
DEPARTMENT OF CITIZENSHIP AND IMMIGRATION
IMMIGRATION AND REFUGEE PROTECTION ACT

Updated Ministerial Instructions

Notice is hereby given, under subsection 87.3(6) of the *Immigration and Refugee Protection Act*, that the Department of Citizenship and Immigration has established the following Ministerial Instructions that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

Overview

These Ministerial Instructions identify immigration applications and requests that are eligible for processing under these instructions.

Instructions are directed to officers and their delegates who are charged with handling and/or reviewing applications for permanent or temporary visas to enter Canada.

Authority for Ministerial Instructions is derived from section 87.3 of the *Immigration and Refugee Protection Act* (IRPA). The Instructions are being issued to ensure that the processing of applications and requests is conducted in a manner that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

These Instructions come into force on July 1, 2011.

These Instructions apply to applications received by the designated Citizenship and Immigration Canada offices on or after July 1, 2011.

All Federal Skilled Worker applications received by the Centralized Intake Office in Sydney, Nova Scotia prior to July 1, 2011 shall continue to be considered for processing having regard to the Ministerial Instructions in place at the time of their receipt.

The Instructions are consistent with IRPA objectives as laid out in section 3, specifically to support the development of a strong and prosperous Canadian economy; to see that families are reunited in Canada; to fulfill Canada's international legal obligations with respect to refugees and provide assistance to those in need of resettlement; and to respect the federal, bilingual and multicultural character of Canada, including to support and assist the development of minority official languages communities.

The Instructions are compliant with the *Canadian Charter of Rights and Freedoms*.

The Instructions do not apply to refugees or protected persons or persons making a request on Humanitarian or Compassionate grounds from within Canada.

The Instructions respect all previously established accords and agreements including the *Quebec-Canada Accord* and all agreements with provinces and territories.

Any categories for which Instructions are not specifically issued shall be processed in the usual manner.

Economic Class applications

All Economic Class applications, with the exception of Federal Skilled Worker, federal Immigrant Investor Program, and federal Entrepreneur Program applications, shall be placed into processing according to existing priorities, including:

- Quebec economic applicants;
- Provincial Nominees;
- Canadian Experience Class;
- Other federal Business Immigrant applicants (self-employed); and
- Live-in Caregivers.

Federal Skilled Worker applications

Cap on the number of applications to be processed per year

A maximum of 10,000 new Federal Skilled Worker applications, without an offer of arranged employment, will be considered for processing each year.

Within the 10,000 cap, a maximum of 500 new Federal Skilled Worker applications per National Occupation Classification (NOC) code will be considered for processing each year.

In calculating the caps, applications will be considered in order of the date they are received. Applications received on the same date will be considered for processing having regard to routine office procedures.

For the unique purpose of calculating the caps, the cap year will begin on July 1, 2011 and end on June 30, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from July 1st to June 30th, unless otherwise indicated in a future Ministerial Instruction.

Instructions for processing Federal Skilled Worker applications

Federal Skilled Worker applications (see footnote 1) received by the Centralized Intake Office in Sydney, Nova Scotia on or after July 1, 2011, and that meet either of the following criteria shall be placed into processing:

1. Applications submitted with an Arranged Employment Offer (AEO) consistent with requirements of subsection 82(2) of the *Immigration and Refugee Protection Regulations*.

or

2. Applications from skilled workers with evidence of experience in the last ten years under one or more (see footnote 2) of the following National Occupation Classification (NOC) codes, not exceeding the identified caps:

- 0631 Restaurant and Food Service Managers
- 0811 Primary Production Managers (Except Agriculture)
- 1122 Professional Occupations in Business Services to Management
- 1233 Insurance Adjusters and Claims Examiners
- 2121 Biologists and Related Scientists
- 2151 Architects
- 3111 Specialist Physicians
- 3112 General Practitioners and Family Physicians
- 3113 Dentists
- 3131 Pharmacists
- 3142 Physiotherapists
- 3152 Registered Nurses
- 3215 Medical Radiation Technologists
- 3222 Dental Hygienists & Dental Therapists
- 3233 Licensed Practical Nurses
- 4151 Psychologists
- 4152 Social Workers
- 6241 Chefs
- 6242 Cooks
- 7215 Contractors and Supervisors, Carpentry Trades
- 7216 Contractors and Supervisors, Mechanic Trades
- 7241 Electricians (Except Industrial & Power System)
- 7242 Industrial Electricians
- 7251 Plumbers
- 7265 Welders & Related Machine Operators
- 7312 Heavy-Duty Equipment Mechanics
- 7371 Crane Operators
- 7372 Drillers & Blasters — Surface Mining, Quarrying & Construction
- 8222 Supervisors, Oil and Gas Drilling and Service

No Humanitarian and Compassionate requests to overcome requirements of Ministerial Instructions

Requests made on the basis of Humanitarian and Compassionate grounds that accompany a Federal Skilled Worker application not identified for processing under Ministerial Instructions will not be processed.

Investor Class applications

Cap on the number of applications to be processed per year

A maximum of 700 new federal Immigrant Investor applications will be considered for processing each year.

In calculating the cap, applications will be considered in order of the date they are received. Applications received on the same date will be considered for processing having regard to routine office procedures.

For the unique purpose of calculating the caps, the cap year will begin on July 1, 2011 and end on June 30, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from July 1st to June 30th, unless otherwise indicated in a future Ministerial Instruction.

Instructions for processing federal investor class applications

Federal Immigrant Investor applications (see footnote 3) received by the Centralized Intake Office in Sydney, Nova Scotia on or after July 1, 2011, not exceeding the identified cap shall be placed into processing.

Federal Entrepreneur Class applications

Temporary moratorium

No new federal Entrepreneur application will be accepted unless it is received by the designated Citizenship and Immigration Canada office prior to July 1, 2011. This temporary moratorium will remain in place until otherwise indicated in a future Ministerial Instruction.

Family Class applications

Family Class applications will be processed in the same manner and with the same priorities as usual.

Humanitarian and Compassionate requests

Requests for Humanitarian and Compassionate consideration made from outside Canada will be processed in the usual manner, except in the case where the request accompanies a Federal Skilled Worker application not identified for processing under Ministerial Instructions as stated above.

Temporary Resident applications

All applications for temporary residence, including Temporary Foreign Workers, Foreign Students and Visitors shall continue to be placed into processing immediately upon receipt.

Retention/Disposition

Applicants to the Federal Skilled Worker Program, the federal Immigrant Investor program or the federal Entrepreneur program whose applications are received by the designated Citizenship and Immigration Canada offices on or after July 1, 2011, and which do not meet the criteria described above shall be informed that their application will not continue for processing and their processing fees shall be returned.

Footnote 1
In order to be considered, applications must be completed according to the application kit requirements in place at the time the application is received by the designated office.

Footnote 2
Applicants will have one year of continuous full-time or equivalent paid work experience in at least one of the listed NOCs and not combined partial year experience in multiple NOCs. This work experience will reflect the actions described in the lead statement for the occupation as set out in the occupational descriptions of the NOC, including the performance of a substantial number of the main duties and all of the essential duties described.

Footnote 3
In order to be considered, applications must be completed according to the application kit requirements in place at the time the application is received by the designated office.

MI4 – Notice in the Canada Gazette (introduction of Ph.D. Eligibility):

IMMIGRATION AND REFUGEE PROTECTION ACT
Updated Ministerial Instructions

Notice is hereby given, under subsection 87.3(6) of the *Immigration and Refugee Protection Act*, that the Department of Citizenship and Immigration has established the following Ministerial Instructions that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

Overview

These Ministerial Instructions identify immigration applications and requests that are eligible for processing under these instructions.

In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to the requirements of the program to which the applicant is applying.

Instructions are directed to officers and their delegates who are charged with handling and/or reviewing applications for permanent or temporary visas to enter Canada.

Authority for Ministerial Instructions is derived from section 87.3 of the *Immigration and Refugee Protection Act* (IRPA). The Instructions are being issued to ensure that the processing of applications and requests is conducted in a manner that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

These Instructions come into force on November 5, 2011.

These Instructions apply to applications received by the designated Citizenship and Immigration Canada offices on or after November 5, 2011.

All applications received by designated Citizenship and Immigration Canada offices prior to November 5, 2011 shall continue to be considered for processing having regard to the Ministerial Instructions in place at the time of their receipt.

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner.

The Instructions are consistent with IRPA objectives as laid out in section 3, specifically to support the development of a strong and prosperous Canadian economy; to see that families are reunited in Canada; to fulfill Canada's international legal obligations with respect to refugees and provide assistance to those in need of resettlement; and to respect the federal, bilingual and multicultural character of Canada, including to support and assist the development of minority official languages communities.

The Instructions are compliant with the *Canadian Charter of Rights and Freedoms*.

The Instructions do not apply to refugees or protected persons or persons making a request on Humanitarian or Compassionate grounds from within Canada.

The Instructions respect all previously established accords and agreements including the *Quebec-Canada Accord* and all agreements with provinces and territories.

Economic Class applications

All applications received by designated Citizenship and Immigration Canada offices prior to November 5, 2011 shall continue to be considered for processing having regard to the Ministerial Instructions in place at the time of their receipt.

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner.

Federal Skilled Worker applications

Introduction of an eligibility stream under the Federal Skilled Worker Program for international students pursuing doctoral (PhD) studies at Canadian institutions.

A maximum of 1,000 new Federal Skilled Worker applications from international students pursuing PhD studies at Canadian institutions will be considered for processing each year. This cap will be calculated over and above any other Federal Skilled Worker caps on application intake identified in separate Ministerial Instructions.

In calculating the cap, applications will be considered in order of the date they are received. Applications received on the same date will be considered for processing having regard to routine office procedures.

For the unique purpose of calculating the cap, the first cap year for the PhD stream will begin on November 5, 2011 and end on October 31, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from November 1 to October 31, unless otherwise indicated in a future Ministerial Instruction.

This stream is being introduced to enhance Canada's ability to attract and retain highly qualified students and increase Canada's PhD attainment, supporting immigration goals set by the Government of Canada.

Instructions for processing new Federal Skilled Worker applications from international students pursuing PhD studies at Canadian institutions.

Federal Skilled Worker applications (see footnote 1) received by the Centralized Intake Office in Sydney, Nova Scotia, on or after November 5, 2011, and that meet either of the following two sets of criteria shall be placed into processing:

1. Applications from international students who are currently enrolled in a PhD program, delivered by a provincially or territorially recognized private or public post-secondary educational institution located in Canada, and who have completed at least two years towards the completion of their PhD and who are in good academic standing and who are not recipients of a Government of Canada award requiring them to return to their home country to apply their knowledge and skills. (see footnote 2)
   or
2. Applications from foreign nationals who have completed a PhD program from a provincially or territorially recognized private or public post-secondary educational institution located in Canada no more than 12 months prior to the date their application is received by the Centralized Intake Office in Sydney, Nova Scotia. Applicants must not have received a Government of Canada award that required them to return to their home country to apply their knowledge and skills; or if they were a recipient of such an award, they must have satisfied the terms of the award. (see footnote 3)

No Humanitarian and Compassionate requests to overcome requirements of Ministerial Instructions

Requests made on the basis of Humanitarian and Compassionate grounds made from outside Canada that accompany any permanent resident application affected by Ministerial Instructions but not identified for processing under the Instructions will not be processed.

MI5 – Notice in the Canada Gazette (Pause on Intake – SW1):

Updated Ministerial Instructions

Notice is hereby given, under subsection 87.3(6) of the *Immigration and Refugee Protection Act*, that Citizenship and Immigration Canada (CIC) has established the following Ministerial Instructions that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

Overview

Authority for Ministerial Instructions is derived from section 87.3 of the *Immigration and Refugee Protection Act* (IRPA). Instructions are directed to officers and their delegates who are charged with handling and/or reviewing applications for permanent or temporary visas to enter Canada.

The Instructions are consistent with IRPA objectives as laid out in section 3 and are compliant with the *Canadian Charter of Rights and Freedoms*.

The Instructions do not apply to refugees or protected persons or persons making a request on Humanitarian or Compassionate grounds from within Canada.

The Instructions respect all previously established accords and agreements including the *Quebec-Canada Accord* and all existing agreements with provinces and territories.

These Ministerial Instructions identify eligibility criteria for applications and requests for certain immigration categories. Applications meeting these criteria are eligible for processing under these instructions. In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to all other applicable legislative requirements of the class to which the applicant is applying.

These Instructions will come into force on July 1, 2012, and apply to applications received by designated CIC offices on or after July 1, 2012.

All applications received by designated CIC offices prior to July 1, 2012, shall continue to be considered for processing according to the Ministerial Instructions in place at the time of their receipt.

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner, as per processing priorities established by the Department.

Economic Class applications

Federal Skilled Worker Class

Temporary pause

No new Federal Skilled Worker applications will be accepted on or after July 1, 2012, excluding those applications for the PhD eligibility stream and those with a qualifying offer of arranged employment.

This temporary pause is being applied to manage inventory pressures and to align future intake with the implementation of proposed regulatory changes to the Federal Skilled Worker Class.

Complete applications for the PhD eligibility stream, the criteria for which were established by Ministerial Instructions that came into force on November 5, 2011, will continue to be put into processing until the annual cap of 1 000 is reached. The current cap year for the PhD stream ends on October 31, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from November 1 to October 31, unless otherwise indicated in a future set of Ministerial Instructions.

Complete applications with a qualifying offer of arranged employment will continue to be put into processing without regard to a cap, as established in the Ministerial Instructions that came into effect on July 1, 2011.

In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to the requirements of the Federal Skilled Worker Class and all other applicable requirements under the IRPA.

Federal Immigrant Investor Class

Temporary pause

No new applications in this class will be accepted on or after July 1, 2012. This pause is being implemented until further notice to manage inventory pressures.

Federal Entrepreneur Class

As per Instructions that came into force on July 1, 2011, a temporary pause remains in place for all new applications in this class.

No Humanitarian and Compassionate requests to overcome requirements of Ministerial Instructions

Requests made on the basis of Humanitarian and Compassionate grounds from outside Canada that accompany any permanent resident application affected by Ministerial Instructions but not identified for processing under the Instructions will not be processed.

Retention/Disposition

Applicants in the Federal Skilled Worker and Federal Immigrant Investor Classes whose applications are received on or after July 1, 2012, and which do not meet the criteria described above, shall be informed that their application does not qualify for processing and their processing fees shall be returned.

Document #3 – Assessing an Application under the NOC (SW1)

Work Experience in Eligible NOC Codes (SW1)

To be eligible for processing under Category 1, Federal Skilled Worker applications must have work experience under one or a combination of the eligible **National Occupational Classification (NOC)** codes contained in the applicable Ministerial Instructions.

Work experience is defined as one year of continuous full-time (or equivalent) paid work experience in the last 10 years. To determine whether the applicant has the requisite work experience, the main duties listed in the application form are assessed. The work history as stated on the application must be further substantiated by letters of reference from employers. The entire file, including these employment letters, must be reviewed to ensure that the applicant has performed the actions described in the lead statement for the occupation and that they have performed a substantial number of the main duties of the occupation, as set out in the occupational descriptions of the NOC. The educational and personal history background of the applicant may also be a factor in making a positive assessment.

After the initial review of the application, the assessment of the client's occupation, work history and main job duties will decide of the client is eligible for referral to the visa office for final determination.

There are 3 requirements in order to be considered under the SW1 category:

A) The applicant must have experience working in an occupation in an **Eligible NOC** code that appears on the list of occupations in the Ministerial Instructions in place at the time.

B) They must perform a **substantial number of the main duties** as listed in that NOC category.

C) They must have at least **ONE (1) year of continuous, paid employment within the last 10 years** immediately preceding the date of application, in that eligible NOC category.

List of Eligible Occupations - Ministerial Instructions-1 (MI-1), MI- 2, and MI- 3

Skill Type	NOC	MI-1	MI-2	MI-3
0 - MANAGEMENT	**0631** Restaurant and Food Service Managers	X	X	X
	0111 Financial Managers	X		
	0213 Computer and Information Systems Managers	X		
	0311 Managers in Health Care	X		
	0632 Accommodation Service Managers	X		
	0711 Construction Managers	X		
	0811 Primary Production Managers (Except Agriculture)		X	X
1 - BUSINESS, FINANCE AND ADMINISTRATION	**1111** Financial Auditors and Accountants	X		
	1122 Professional Occupations in Business Services to Management		X	X
	1233 Insurance Adjusters and Claims Examiners		X	X
2- NATURAL AND APPLIED SCIENCES	**2113** Geologist, geochemist &Geophysicist	X		
	2121 Biologists and Related Scientists		X	X
	2143 Mining Engineers	X		
	2144 Geological Engineers	X		
	2145 Petroleum Engineer	X		
	2151 Architects		X	X
3- HEALTH	**3111** Specialist Physicians	X	X	X
	3112 General Practitioners and Family Physicians	X	X	X
	3113 Dentists		X	X
	3131 Pharmacists		X	X
	3141 Audiologists and Speech-Language Pathologists	X		
	3142 Physiotherapists	X	X	X
	3143 Occupational Therapists	X		
	3151 Head Nurses and Supervisors	X		
	3152 Registered Nurses	X	X	X
	3215 Medical Radiation Technologists	X	X	X
	3222 Dental Hygienists & Dental Therapists		X	X
	3233 Licensed Practical Nurses	X	X	X
4- SOCIAL SCIENCE, EDUCATION,	**4121** University Professors	X		
	4131 College and Other Vocational Instructors	X		

GOVERNMENT SERVICE AND RELIGION	**4151** Psychologists		X	X
	4152 Social Workers		X	X
6- SALES AND SERVICE	**6241** Chefs	X	X	X
	6242 Cooks	X	X	X
7- TRADES, TRANSPORT AND EQUIPMENT OPERATORS	**7213** Contractors and Supervisors, Pipefitting Trades	X		
	7215 Contractors and Supervisors, Carpentry Trades	X	X	X
	7216 Contractors and Supervisors, Mechanic Trades		X	X
	7217 Contractors and Supervisors, Heavy Construction Equipment Crews	X		
	7241 Electricians (Except Industrial & Power System)	X	X	X
	7242 Industrial Electricians	X	X	X
	7251 Plumbers	X	X	X
	7252 Steamfitters, Pipefitters and Sprinkler System Installers	X		
	7265 Welders & Related Machine Operators	X	X	X
	7312 Heavy-Duty Equipment Mechanics	X	X	X
	7371 Crane Operators	X	X	X
	7372 Drillers & Blasters — Surface Mining, Quarrying & Construction	X	X	X
8- PRIMARY INDUSTRY	**8221** Supervisors, Mining and Quarrying	X		
	8222 Supervisors, Oil and Gas Drilling and Service	X	X	X
9- PROCESSING, MANUFACTURING AND UTILITIES	**9212** Supervisors, Petroleum, Gas and Chemical Processing and Utilities	X		

MODULE 06 - ARRANGED EMPLOYMENT

Document #1 – Introduction to Arranged Employment
Document #2 - AEO's, LMO's and LMO Exemptions
Document #3 – Relevant Sections of IRPR

- Module 6 Exercise – Determining Eligibility

Appendix A: Acceptable LMO Exemptions for Arranged Employment

Document #1 – Introduction to Arranged Employment

Arranged Employment in Canada (SW2)

Arranged Employment is governed by the *Immigration and Refugee Protection Regulations* section 82. Arranged employment is defined as an offer of indeterminate employment in Canada. Applicants who are found eligible to have arranged employment in Canada are awarded 10 points in the selection process.

Selection Factor	Points
Education	Maximum 25 points
Proficiency in English and/or French	Maximum 24 points
Experience	Maximum 21 points
Age	Maximum 10 points
Arranged employment in Canada	Maximum 10 points
Adaptability	Maximum 10 points
Total	Maximum 100 points
Pass mark	67 points

CIO agents must review each file for evidence that the applicant has arranged employment in Canada. The applicant can be residing inside or outside of Canada at time of application.

There are 3 requirements in order to be considered under the SW2 category:

1. Employment must be at an O, A or B skill level
2. Applicant must have a Permanent Job Offer
3. Evidence of 1 of 4 types of Arranged Employment

The 4 Types of Arranged Employment

Type 1

- Work permit based upon a Labour Market Opinion (LMO), issued by HRSDC
- Arranged Employment Offer = Permanent Job offer (letter from employer) (does not require full time; can be part time but must be permanent).
- Employer & Occupation named MUST be the same on the work permit, LMO and Perm. Job offer

Regulatory reference 82(2)a

Type 2

- Work permit based upon an acceptable LMO exemption. Exemptions that are applicable for SW2 are listed on **Appendix A**: *R204(a) R205(a) R205(c)(ii)*
- Arranged Employment Offer = Permanent Job offer (letter from employer) (does not require full time; can be part time but must be permanent).
- Employer & Occupation named is same on both the Work Permit & Permanent Job Offer

Regulatory reference 82(2)b

Type 3

- Arranged Employment Opinion (AEO), issued by HRSDC
- Arranged Employment Offer = Permanent Job offer (letter from employer)
- Employer & Occupation named is same on both the Arranged Employment Opinion & Permanent Job Offer
- Cannot be part time/ cannot be seasonal

Regulatory reference R82(c)

Type 4

- Work Permit
- Arranged Employment Opinion (AEO issued by HRSDC)
- Arranged Employment Offer = Permanent Job offer (letter from employer)
- (Do not have the same employer on the work permit as the Arranged Employment Opinion)
- Employer & Occupation named is same on both the Arranged Employment Opinion & Permanent Job Offer
- Cannot be part time/ cannot be seasonal

Regulatory reference R82(d)

Note: Although type 4 applicants would have a work permit, for the purposes of assessing a file as acceptable under Arranged Employment, the work permit is not a requirement.

Document 2: AEO's, LMO's and LMO Exemptions

AEO's and LMO's are both documents which are issued by HRSDC, in order to bring foreign nationals to Canada for the purpose of employment. It is the employer who applies for and obtains both the AEO and LMO.

Arranged Employment Opinion (AEO)

An **Arranged Employment Opinion** (referred to as an AEO) is issued by HRSDC to support an application for permanent residence. AEO'S are issued for permanent job offers and are only to be issued for O, A or B skill level.

Arranged Employment Opinions must be valid until the applicant lands as a Permanent Resident in Canada. All AEO's **MUST** be verified through Employment Validation on GCMS in order to assess positively under Arranged Employment.

When the employment validation screen in GCMS states under decision for an AEO: "CANCEL - IMMIGRATION", "CANCELLED"; "REFUSED"; "EXPIRED" or does not otherwise appear to be valid, refer the file to Team Leader.

Labour Marker Opinion (LMO)

The **Labour Market Opinion** (referred to as a LMO) is issued by HRSDC to support an application for a foreign worker's work permit and confirms that the employer can fill the job with a foreign worker. LMO's are issued for temporary job offers (fixed period of time) and can be issued for any skill level. Since the LMO is issued to help the foreign worker obtain the work permit, we do not need to be concerned about the current STATUS of an LMO, as long as we are confident the WP is not expired, and was based on the LMO.

There are only a couple of reasons a file assessor may have to review details of an LMO in GCMS. One reason is for cases where there is no clear link between the LMO and WP – ie. in some cases the WP does not show an LMO number or exemption code and the notes are not clear (or there are no notes at all!). In this case you may have to search for an LMO to determine a link between the LMO and WP. The other reason to look at LMO details is to determine the skill level of the job offer and/or the employer name (if it's not on the work permit). LMO's can be issued for any skill level so it's important that we ensure the skill level is 0, A or B before approving the arranged employment.

When assessing an SW2, Type 1 application, you should not be concerned whether the LMO is now expired or was cancelled for any reason. You will only need to make sure the Work Permit is current and valid, and was based on an LMO or acceptable LMO exemption.

- If the paper file has a copy of the LMO, Work Permit & Permanent Job offer there no need to verify the LMO or WP details in GCMS in order to assess positively under Arranged Employment
- If the paper file has a copy of the Work Permit with the *required LMO /LMO Exemption details,* there is no need to check GCMS in order to assess positively under Arranged Employment.

Reminder: In the above 2 instances, it is important that the Work Permit being reviewed is Valid, does not show an expiry date on the paper copy, otherwise a GCMS check would be necessary. Also, ensure that the position being offered is at 0, A or B skill level.

LMO Exemption

An LMO Exemption situation occurs when the employer does not have to obtain a labour market opinion from HRSDC, in order for the applicant to obtain a work permit. Some categories of work do not require LMOs pursuant to international agreements, such as the North American Free Trade Agreement or the General Agreement on Trade in Services, and government policy.

Please note that only certain work permits issued with LMO exemptions (per R204(a), R205(a) or R205(2)(c)(ii)) are eligible for SW2 (Arranged Employment) processing. These eligible exemptions are found **APPENDIX A** at the end of this module.

In some cases, an applicant will not be able to provide documentary evidence that the work permit was issued per R204(*a*), R205(*a*) or R205(2)(*c*)(ii). This can only be verified by checking the remarks section under the EA in GCMS or the exemption codes in the document details.

Document #3 - Relevant Sections of IRPR

Definition — arranged employment

82. (1) In this section, "arranged employment" means an offer of indeterminate employment in Canada.

Arranged employment (10 points)
(2) Ten points shall be awarded to a skilled worker for arranged employment in Canada in an occupation that is listed in Skill Type 0 Management Occupations or Skill Level A or B of the *National Occupational Classification* matrix if they are able to perform and are likely to accept and carry out the employment and
(*a*) the skilled worker is in Canada and holds a work permit and

(i) there has been a determination by an officer under section 203 that the performance of the employment by the skilled worker would be likely to result in a neutral or positive effect on the labour market in Canada,

(ii) the skilled worker is currently working in that employment,

(iii) the work permit is valid at the time an application is made by the skilled worker for a permanent resident visa as well as at the time the permanent resident visa, if any, is issued to the skilled worker, and

(iv) the employer has made an offer to employ the skilled worker on an indeterminate basis once the permanent resident visa is issued to the skilled worker;

(*b*) the skilled worker is in Canada and holds a work permit referred to in paragraph 204(*a*) or 205(*a*) or subparagraph 205(*c*)(ii) and the circumstances referred to in subparagraphs (*a*)(ii) to (iv) apply;

(*c*) the skilled worker does not intend to work in Canada before being issued a permanent resident visa and does not hold a work permit and

(i) the employer has made an offer to employ the skilled worker on an indeterminate basis once the permanent resident visa is issued to the skilled worker, and

(ii) an officer has approved that offer of employment based on an opinion provided to the officer by the Department of Human Resources Development at the request of the employer or an officer that

(A) the offer of employment is genuine,

(B) the employment is not part-time or seasonal employment, and

(C) the wages offered to the skilled worker are consistent with the prevailing wage rate for the occupation and the working conditions meet generally accepted Canadian standards; or

(*d*) the skilled worker holds a work permit and
(i) the circumstances referred to in subparagraphs (*a*)(i) to (iv) and paragraph (*b*) do not apply, and
(ii) the circumstances referred to in subparagraphs (*c*)(i) and (ii) apply.
SOR/2004-167, s. 30.

Effect on the labour market

203. (1) On application under Division 2 for a work permit made by a foreign national other than a foreign national referred to in subparagraphs 200(1)(*c*)(i) and (ii), an officer shall determine, on the basis of an opinion provided by the Department of Human Resources Development, if the job offer is genuine and if the employment of the foreign national is likely to have a neutral or positive effect on the labour market in Canada.

International agreements

204. A work permit may be issued under section 200 to a foreign national who intends to perform work pursuant to
(*a*) an international agreement between Canada and one or more countries, other than an agreement concerning seasonal agricultural workers;

Canadian interests

205. A work permit may be issued under section 200 to a foreign national who intends to perform work that
(*a*) would create or maintain significant social, cultural or economic benefits or opportunities for Canadian citizens or permanent residents;

(*c*) is designated by the Minister as being work that can be performed by a foreign national on the basis of the following criteria, namely,

(ii) limited access to the Canadian labour market is necessary for reasons of public policy relating to the competitiveness of Canada's academic institutions or economy; or

Module 6 Exercise – Determining Eligibility

Insert Document

Appendix A: Acceptable Exemptions for Arranged Employment

HRSDC CONFIRMATION EXEMPTIONS CODES

Note: A code next to the underlined Regulation reference denotes the generic code, applicable to all but the specific situations noted under the Regulation.

Regulatory reference	Regulation	Confirmation Exemption Code (CEC)	X-ref to 1978 Regulations Code
R204(a)	R204 International agreements	T10 & T11	B10
	i) NAFTA/CCFTA Trader	T21	B21
	ii) NAFTA/CCFTA Investor	T22	B22
	iii) NAFTA/CCFTA Professional	T23	B23
	iv) NAFTA/CCFTA Intra-company transferee	T24	B24
	v) GATS Professional	T33	B25
R205(a)	R205 Canadian interests		
	a) Significant benefit	C10	E19
	i) Entrepreneurs	C11	E01, E03, E05
	ii) Intra-company Transferees	C12	E15, B26
	iii) Emergency repairs	C13	A09
R205(c)(ii)	c) Designated by Minister		D10
	ii) **Competitiveness and public policy**		
	A. Spouses of skilled workers	C41	E14
	B. Spouses of students	C42	E07
	C. Post-grad employment	C43	E08
	D. Post-doctoral fellows and award recipients	C44	E45
	E. Foreign Medical Residents and Medical Research Fellows	C45	n/a
	Off-campus employment (Pilot)	C25	n/a

MODULE 07 -
Ph.D. Eligibility

Document #1 – Introduction to Ph.D. Processing Stream

- Module 7 Exercise – Determining Eligibility

Module 7 Introduction to Ph.D. Processing Stream

PhD Studies in Canada (PhD)

The Federal Skilled Worker program includes a stream for international students pursuing PhD studies at Canadian institutions. This stream came into effect under Ministerial Instructions which were published in the *Canada Gazette* on November 5, 2011 (MI04). The PhD stream was introduced to enhance Canada's ability to attract and retain highly qualified students and increase Canada's PhD attainment, supporting immigration goals set by the Government of Canada.

Cap

A maximum of 1,000 new PhD applications will be considered for processing each year.

The first cap year for the PhD stream began on November 5, 2011 and ended on October 31, 2012. Subsequent years will be calculated from November 1 to October 31, unless otherwise indicated in a future Ministerial Instruction.

Eligibility

To be eligible for processing, the applicant must meet **one** of the following 2 sets of criteria:

1) **Currently enrolled**
international students who are currently **enrolled in a PhD** program,
delivered by a provincially or territorially **recognized** private or public post-secondary educational institution **located in Canada**,
and who have **completed at least two years** towards the completion of their PhD
and who are in **good academic standing**
and who are **not recipients** of a Government of Canada award **requiring them to return to their home country** to apply their knowledge and skills.

OR

2) **Completed a PhD**
foreign nationals who have **completed a PhD** program
from a provincially or territorially **recognized** private or public post-secondary educational institution **located in Canada**
no more than 12 months prior to the date their application is received by the Centralized Intake Office in Sydney, Nova Scotia.

And must not have received a Government of Canada award that required them to return to their home country to apply their knowledge and skills;
OR if they **were a recipient** of such an award, they must **have satisfied the terms** of the award.

Specific Documents for PhD stream

1) Letter of Attestation from the University for students currently enrolled OR
   Official transcripts from the University for students who have completed their PhD.

2) Declaration regarding Government of Canada awards

Note: All PhD applications must also include the results of the principal applicant's English or French language proficiency assessment.

Letter of Attestation

The letter should be an official letter on university letterhead and signed by a recognized authority such as a registrar or dean.

The letter must attest that the applicant:

1) Is currently enrolled in a PhD program and
2) Has completed at least 2 years in the program and
3) Is in good academic standing

Official University Transcript

Official University transcripts must be received in sealed envelopes and show that the PhD was awarded within the last 12 months (12 months prior to received date).

Government of Canada Award

The applicant must also declare either:

1) that they were not a recipient of a Government of Canada award requiring them to return to their home country to apply their knowledge and skills
   OR
2) if they were a recipient of such an award, that they have satisfied the terms of the award

by completing the appropriate section of Schedule 3 of their application.

Note: For applicants currently enrolled in a Ph.D. program in Canada, you will need to verify through GCMS that the applicant is currently legally authorized to be in Canada as a student – SA (Study Authorization) and Visa (if applicable) should be current and valid on the client history.

Useful Websites

http://www.aucc.ca/canadian-universities/our-universities/

Module 7 Exercise – Determining Eligibility

Insert Document

MODULE 08 -
MINIMAL REQUIREMENTS

Document #1 – Introduction to Minimal Requirements
Document #2 – Excerpts from IRPR (R73 – R77)

- Module 7 Exercise - Have Minimal Requirements Been Met?

Document #1 – Introduction to Minimal Requirements

Once it is determined that an application is eligible for processing, the next step is to assess whether the applicant meets the minimum requirements to be a Federal Skilled Worker, as set out in Subsection 75(2) of the Regulations.

Designations have been modified to allow Service Delivery Agents (SDA) and Service Delivery Specialists (SDS) to proceed with the assessment of the file against minimal requirements and selection criteria. Both SDA and SDS can forward the application to the visa office for further processing; but only SDS can refuse the application for not meeting minimal requirements or the required points.

It is important to remember that CIO agents and officers do not have the local knowledge, and have not received training to conduct verifications of documents; you are expected to accept documents at **face value**.

R75(2) or the Immigration and Refugee Protection Regulations establishes minimal requirements for skilled workers.

The minimal requirements assessment is an assessment of work experience in the past 10 years. Note that the minimal requirements for skilled workers have been "built in" to the SW1 category for eligibility. In other words, if an applicant has been found eligible for processing under SW1 (NOC assessment), they will automatically meet the minimum requirements. The minimum requirements assessment need only be done for those applicants who qualify in either the Arranged Employment or Ph.D. stream. This is because these applicants are eligible due to an offer of future employment in Canada, or their experience as a PhD. Student. We now need to see that these applicants meet the basic definition of skilled worker under IRPR.

PhD applications very often require a close examination as they do not have the one year full-time work experience in one job, but usually part-time work in a university over a number of years.

Document #2: Excerpt from IRPR – R73–R77

Immigration and Refugee Protection Regulations

Division 1
Skilled Workers

Interpretation
Definitions
73. The following definitions apply in this Division, other than section 87.1.
"educational credential"
« diplôme »

"educational credential" means any diploma, degree or trade or apprenticeship credential issued on the completion of a program of study or training at an educational or training institution recognized by the authorities responsible for registering, accrediting, supervising and regulating such institutions in the country of issue.
"former Regulations"
« ancien règlement »

"former Regulations" has the same meaning as in subsection 316(1).
"restricted occupation"
« profession d'accès limité »

"restricted occupation" means an occupation designated as a restricted occupation by the Minister, taking into account labour market activity on both an area and a national basis, following consultation with the Department of Human Resources Development, provincial governments and any other relevant organizations or institutions.
SOR/2003-383, s. 2; SOR/2008-254, s. 2.
74. [Repealed, SOR/2008-253, s. 6]

Federal Skilled Workers

Federal Skilled Worker Class

Class
75. (1) For the purposes of subsection 12(2) of the Act, the federal skilled worker class is hereby prescribed as a class of persons who are skilled workers and who may become permanent residents on the basis of their ability to become economically established in Canada and who intend to reside in a province other than the Province of Quebec.
Skilled workers
(2) A foreign national is a skilled worker if
(*a*) within the 10 years preceding the date of their application for a permanent resident visa, they have at least one year of continuous full-time employment experience, as described in subsection 80(7), or the equivalent in continuous part-time employment in one or more occupations, other

than a restricted occupation, that are listed in Skill Type 0 Management Occupations or Skill Level A or B of the *National Occupational Classification* matrix;
(*b*) during that period of employment they performed the actions described in the lead statement for the occupation as set out in the occupational descriptions of the *National Occupational Classification*; and
(*c*) during that period of employment they performed a substantial number of the main duties of the occupation as set out in the occupational descriptions of the *National Occupational Classification*, including all of the essential duties.

Minimal requirements

(3) If the foreign national fails to meet the requirements of subsection (2), the application for a permanent resident visa shall be refused and no further assessment is required.
SOR/2004-167, ss. 27, 80(F).

Selection criteria

76. (1) For the purpose of determining whether a skilled worker, as a member of the federal skilled worker class, will be able to become economically established in Canada, they must be assessed on the basis of the following criteria:
(*a*) the skilled worker must be awarded not less than the minimum number of required points referred to in subsection (2) on the basis of the following factors, namely,

(i) education, in accordance with section 78,

(ii) proficiency in the official languages of Canada, in accordance with section 79,

(iii) experience, in accordance with section 80,

(iv) age, in accordance with section 81,

(v) arranged employment, in accordance with section 82, and

(vi) adaptability, in accordance with section 83; and

(*b*) the skilled worker must

(i) have in the form of transferable and available funds, unencumbered by debts or other obligations, an amount equal to half the minimum necessary income applicable in respect of the group of persons consisting of the skilled worker and their family members, or

(ii) be awarded the number of points referred to in subsection 82(2) for arranged employment in Canada within the meaning of subsection 82(1).

Number of points

(2) The Minister shall fix and make available to the public the minimum number of points required of a skilled worker, on the basis of
(*a*) the number of applications by skilled workers as members of the federal skilled worker class currently being processed;
(*b*) the number of skilled workers projected to become permanent residents according to the report to Parliament referred to in section 94 of the Act; and

(*c*) the potential, taking into account economic and other relevant factors, for the establishment of skilled workers in Canada.

Circumstances for officer's substituted evaluation

(3) Whether or not the skilled worker has been awarded the minimum number of required points referred to in subsection (2), an officer may substitute for the criteria set out in paragraph (1)(*a*) their evaluation of the likelihood of the ability of the skilled worker to become economically established in Canada if the number of points awarded is not a sufficient indicator of whether the skilled worker may become economically established in Canada.

Concurrence

(4) An evaluation made under subsection (3) requires the concurrence of a second officer. SOR/2004-167, s. 28.

Conformity — applicable times

77. For the purposes of Part 5, the requirements and criteria set out in sections 75 and 76 must be met at the time an application for a permanent resident visa is made as well as at the time the visa is issued.

Module 7 Exercise – Have Minimal Requirements Been Met?

Insert Document

MODULE 09 - SELECTION CRITERIA

Document #1 – Introduction to Selection Criteria
Document #2 - Assessment Cheat Sheet
Document #3: Excerpts from IRPR (R78–R85)

- Module 9 Exercise – Complete the Selection Grid

Reference – OP6, Section 12

Document #1 – Introduction to Selection Criteria

R76 specifies how to determine whether a skilled worker will be able to become economically established in Canada. The assessment of an applicant against selection criteria is done **only if it was determined that he met the minimal requirements**.

- Applicants must be assessed according to the points system and must obtain enough points to pass – 76(1)(a)
- They must have sufficient funds to support self and dependants for 6 months in Canada – 76(1)

SELECTION CRITERIA

Six selection factors are set forth in R76(1)(*a*). CIO Assessors will assess the applicant's points in each of the following areas, based on the information and documents provided in the application:

- work experience
- education
- age
- language proficiency (knowledge of official languages)
- arranged employment
- adaptability

The CIO agents and officers are only required to assess points against R76(1)(a). R76(2) empowers the Minister to set the "minimum number of points required of a skilled worker" – or, as it is more commonly known, the "pass mark". The pass mark is currently set at 67 points.

Note: Assessing whether the applicant has sufficient funds against R76(1)(b) will be done by the visa office.

If ...	Then the CIO agent will ...
The applicant's total score is equal to or greater than the pass mark	• forward the entire application to the visa office identified by the applicant on the IMM 0008 for a final selection decision and continued processing.
The applicant's total score is less than the pass mark	• Refer the application to an SDS officer for a second review. **The CIO officer will:** • refuse the application (negative selection decision); • record outcome and reasons; and • send a letter to inform the applicant

Again, since CIO agents and officers do not have the local knowledge, and have not received training to conduct verifications of documents; you are expected to accept documents at **face value**.

Conformity

Pursuant to R77, the requirements and criteria set out in R75 and R76 must be met at the time the application is made, as well as at the time the visa is issued.

Pointers for Assessing Selection Factors:

Work Experience-

Education

Age

Language

Arranged Employment-

Adaptability

Document #2 - Assessment Cheat Sheet

Federal Skilled Worker Assessment Cheat Sheet for Centralized Intake Office

Eligibility for processing (Ministerial Instructions 03)

SW1 – Experience in one of the 29 eligible NOC (see Appendix A)

- at least **one year** of **continuous full-time (or equivalent in continuous part time) paid** work experience in the selected NOC in the **past 10 years**;
- performed the actions described in the **lead statement** for the occupation; and
- performed a substantial number of the **main duties** of the occupation as set out in the occupational descriptions of the NOC.

OR

SW2 - Arranged Employment Offer (as set out in Subsection 82(2) of the IRPR)

Three mandatory requirements for applicant:

1) Employment in NOC Skill Type 0 or Skill Level A or B;
2) Permanent Job Offer; and
3) Proof of one of the four types of AEO:

Type 1 - *82(2)a)*
Applicant is in Canada on a valid work permit based upon a LMO (including sectoral confirmations)
Job offered by current employer for same occupation

Type 2 - *82(2)b)*
Applicant is in Canada on a valid work permit based upon a LMO exemption under R204a), R205a) or R205c)ii)
Job offered by current employer for same occupation

Type 3 - *82(2)c)*
Applicant is outside Canada and is being offered a job for which an AE Opinion was issued by HRSDC
Job offered is **not** part time or seasonal

Type 4 - *82(2)d)*
Applicant is in Canada on a work permit based upon a LMO exemption ***other than*** R204a), R205a) or R205c)ii)
Applicant is being offered a job by an employer other than the current one
AE Opinion was issued by HRSDC
Job offered is **not** part time or seasonal

Minimum Requirements (R75(2))

- at least **one year** of **continuous full-time (or equivalent in continuous part time) paid** work experience in **NOC type 0 or level A or B** in the **past 10 years**;
- performed the actions described in the **lead statement** for the occupation; and
- performed a substantial number of the **main duties** of the occupation as set out in the occupational descriptions of the NOC.

Points Assessment (R76(1)a))

AGE (R81)					MAX 10
21 – 49 y.o. at time of application					10
Less 2 points for each year over 49 y.o. or under 21 y.o.					-2
EDUCATION (R78)					**MAX 25**
University Degrees					
Ph.D. or **Masters** AND at least **17** years of study					25
Two or more university **degrees** at the Bachelor's level AND at least **15** years of study					22
A **two year** university degree AND at least **14** years of study					20
A **one year** university degree AND at least **13** years of study					15
Trade or Non-University Certificate or Diploma					
A **three year** diploma, trade certificate or apprenticeship AND at least **15** years of study					22
A **two year** diploma, trade certificate or apprenticeship AND at least **14** years of study					20
A **one year** diploma, trade certificate or apprenticeship AND at least **13** years of study					15
A **one year** diploma, trade certificate or apprenticeship AND at least **12** years of study					12
High School Diploma					
Secondary School education credential					5
EXPERIENCE (R80)					**MAX 21**
Paid full-time (or equivalent part-time) work experience in NOC type 0 or level A or B in past 10 yrs	**1 yr** 15pts	**2 yrs** 17pts	**3 yrs** 19pts	**4 yrs** 21pts	15 – 21
ARRANGED EMPLOYMENT *(only for Type 0, or Level A or B)* **(R82)**					**MAX 10**
Employment in NOC Skill Type 0 or Skill Level A or B; Permanent Job Offer; and Proof of one of the four types of AEO (see above)					10
ADAPTABILITY ELEMENTS (R83)					**MAX 10**
Accompanying spouse/c-l partner's education	**12-15** 3pts	**20-22** 4pts	**25** 5pts		3 – 5
Minimum 1 year full-time work in Canada on a permit (PA or accompanying spouse/c-l partner)					5
Minimum 2 years full-time post-secondary study in Canada on a study permit after 17 y.o. (PA or accompanying spouse/c-l partner)					5
Arranged employment (on top of the 10 pts already given)					5
Relative in Canada who is a Canadian citizen or permanent resident and who resides in Canada: (grand-)parent, (grand-)child, sibling, aunt/uncle, nephew/niece, spouse/c-l partner					5

LANGUAGE ABILITIES (R79)			MAX 24
Proficiency			
	HIGH 1st lang.: 4 pts 2nd lang.: 2 pts	**MODERATE** 1st & 2nd: 2 pts	**BASIC** 1st & 2nd: 1 pt (max of 2 pts)
IELTS (applications received or test reports dated on or after November 28, 2008)			
Speaking (exp. orale)	6.5 - 9.0	5.5 - 6.0	4.0 - 5.0
Reading (comp. écrite)	6.5 - 9.0	5.0 – 6.0	3.5 – 4.5
Writing (exp. écrite)	6.5 - 9.0	5.5 – 6.0	4.0 - 5.0
Listening (comp. orale)	7.5 - 9.0	5.5 – 7.0	4.5 - 5.0
CELPIP (as of 10 october 2008)			
Speaking (exp. orale)	4H - 5 - 6	3H - 4L	2H - 3L
Reading (comp. écrite)	4H - 5 - 6	3H - 4L	2H - 3L
Writing (exp. écrite)	4H - 5 - 6	3H - 4L	2H - 3L
Listening (comp. orale)	4H - 5 - 6	3H - 4L	2H - 3L
TEF			
Speaking (exp. orale)	Niveau 5-6 349-450	Niveau 4 271-348	Niveau 3 181-270
Reading (comp. écrite)	Niveau 5-6 233-300	Niveau 4 181-232	Niveau 3 121-180
Writing (exp. écrite)	Niveau 5-6 349-450	Niveau 4 271-348	Niveau 3 181-270
Listening (comp. orale)	Niveau 5-6 280-360	Niveau 4 217-279	Niveau 3 145-216

TOTAL (Pass Mark = 67 pts)	MAX 100

Document #3: Excerpt from IRPR – R78–R85

Selection Grid

Education (25 points): R78(1) – (4)

78. (1) The definitions in this subsection apply in this section.

"full-time"
« temps plein »

"full-time" means, in relation to a program of study leading to an educational credential, at least 15 hours of instruction per week during the academic year, including any period of training in the workplace that forms part of the course of instruction.

"full-time equivalent"
« équivalent temps plein »

"full-time equivalent" means, in respect of part-time or accelerated studies, the period that would have been required to complete those studies on a full-time basis.

Proficiency in English and French (24 points): R79(1) – (4)

79. (1) A skilled worker must specify in their application for a permanent resident visa which language — English or French — is to be considered their first official language in Canada and which is to be considered their second official language in Canada and must have their proficiency in those languages assessed by an organization or institution designated under subsection (3).

Work Experience (21 points): R80(1) – (7)

80. (1) Up to a maximum of 21 points shall be awarded to a skilled worker for full-time work experience, or the full-time equivalent for part-time work experience, within the 10 years preceding the date of their application

Age (10 points): R81

81. Points shall be awarded up to a maximum of 10 for a skilled worker's age, as of the date of their application, as follows:

(*a*) 10 points for 21 years of age or older but less than 50 years of age;

(*b*) 8 points, for 20 or 50 years of age;

(*c*) 6 points, for 19 or 51 years of age;

(*d*) 4 points, for 18 or 52 years of age;

Arranged employment (10 points): R82(1) - (2)

82. (1) In this section, "arranged employment" means an offer of indeterminate employment in Canada.

Adaptability (10 points): R83(1) - (5)

83. (1) A maximum of 10 points for adaptability shall be awarded to a skilled worker on the basis of any combination of the following elements:

(*a*) for the educational credentials of the skilled worker's accompanying spouse or accompanying common-law partner, 3, 4 or 5 points determined in accordance with subsection (2);

(*b*) for any previous period of study in Canada by the skilled worker or the skilled worker's spouse or common-law partner, 5 points;

(*c*) for any previous period of work in Canada by the skilled worker or the skilled worker's spouse or common-law partner, 5 points;

(*d*) for being related to a person living in Canada who is described in subsection (5), 5 points; and

(*e*) for being awarded points for arranged employment in Canada under subsection 82(2), 5 points.

Permanent resident status

85. A foreign national who is an accompanying family member of a person who makes an application as a member of the federal skilled worker class shall become a permanent resident if, following an examination, it is established that

(*a*) the person who made the application has become a permanent resident; and

(*b*) the foreign national is not inadmissible.

Module 9 Exercise – Complete the Selection Grid

Insert Document

MODULE 10 - REQUESTED ASSESSMENTS

Document #1 – Introduction to H&C Considerations
Document #2 - Common H&C Considerations
Document #3 – Introduction to Substituted Evaluation

- Module 10 Exercise – **Case Studies: H&C and Substituted Evaluation**

Document #1: Introduction to Humanitarian and Compassionate Considerations

Humanitarian and Compassionate Considerations

What are H&C considerations?

Humanitarian and compassionate considerations are normally present if undue, disproportionate and undeserved hardship would be suffered by the applicant if he/she were not allowed to come to Canada.

How to recognize a request for H&C considerations.

According to the Regulations (Section 66), a request for H&C considerations MUST be made in writing. Therefore, there should be some kind of letter on file where it is clearly stated that the applicant is requesting H&C consideration.

H& C Requests and the Ministerial Instructions

Requests for humanitarian and compassionate consideration accompanying Federal Skilled Worker applications submitted after November 28, 2008, will **not** be considered where the application is found not to be eligible for processing under the applicable MI's.

Applications which are **not eligible** for processing under the MI should be refused even if there is a request for H&C consideration.

H&C requests **may be** considered for cases that are eligible for processing but who do not meet the minimum requirements or the selection criteria. As you do not have the designated authority to conduct a H&C assessment, all applications accompanied by requests for H&C considerations should be forwarded to the SDS officer group. You do not need to assess such requests; you should only be able to recognize them.

Applications that are **eligible for processing** and that are accompanied by a request for H&C consideration should be sent for further assessment to visa offices. You should proceed with the assessment of minimal requirements and points (if applicant meets minimal requirements), and clearly indicate in your notes that there is a request for H&C considerations on file.

Remember:

- The use of H&C is exceptional.
- A request for H&C considerations MUST be made in writing.

Document #2 - Common H&C Considerations

Below are examples* of cases where a request may be made for H&C considerations:

- Last remaining family member; the applicant has no relatives remaining in their country of residence and wants to join family members in Canada;
- The applicant wants to include in their application a child who does not meet the definition of a dependent child;
- The applicant wants to include in their application "de facto" family members (for instance a dependent elderly relative who has resided with the family for a long time, children in a guardianship relationship where legal adoption was not possible, etc.)
- The applicant does not meet selection criteria in any immigration category and wishes to immigrate to care for a disabled or elderly relative in Canada;
- The applicant is a former Canadian citizen who lost their citizenship when they were minor children due to their parents' decision;
- The applicant knows that they or their family members could be inadmissible to Canada (ex: on health grounds) and are asking for an exception;
- The best interest of a child – whether in Canada or outside of Canada – which would be affected by the applicant's presence in Canada.

* This list is not exhaustive.

Document #3: Introduction to Substituted Evaluation

Substituted Evaluation

Regardless of the number of points obtained, the visa officer can substitute his evaluation to the grid if the points do not reflect the capacity of the applicant to successfully establish in Canada. **[Regulatory Reference: R76(3)]**

What does "successfully establish" mean?

It has been established through case law that "successfully establish" means joining the labor market within a reasonable time, i.e. approximately 6 months for skilled workers (since we ask them to have funds to support themselves for 6 months).

Substituted Evaluation can be either positive - that is, the visa officer concludes that the applicant should be selected even if he or she does not get the required number of points; OR negative (that is, even if the applicant gets the points, they can be failed on selection of the visa officer concludes that the applicant would not be able to successfully establish themselves in Canada).

Substituted Evaluation can only be used to replace the point assessment as per R76(1)(a). It cannot be used to override:

- Failure to meet the minimum requirements of the definition stipulated in R75(2);
- Insufficient funds;
- Failure to meet the Ministerial Instructions.

Applicants who request substituted evaluation will, of course, be requesting "positive" substituted evaluation. The request will be provided in writing and the applicant will explain the reasons why substituted evaluation should be granted.

As opposed to H&C considerations, Substituted evaluation is based on **economic grounds** only. As such, the applicant's arguments for positive substituted evaluation should be related to their work experience, their education, their proficiency in languages other than French and English, the economic support they have in Canada, an informal job offer, or other economic factors. Quite often they will mention positive elements for which they were not awarded points under the selection grid (ie. Work experience which was unpaid). What they are trying to do, is establish that the points do not reflect their ability to establish successfully in Canada.

Document #4 – Quick Reference Chart

If there is a requested assessment on file (either H&C or S.E.), and…	Then the CIO agent will …
The MI eligibility, minimum requirements, and minimum points are met	• forward the entire application to the visa office identified by the applicant on the IMM 0008 for a final selection decision and continued processing (no need to note the request).
The MI eligibility requirements are not met	• refuse the application (negative eligibility determination); • record outcome and reasons; • send the file to finance with request to refund; and • send a letter to inform the applicant
MI eligibility met, minimum requirements are not met	• Add a note to the paper file to flag the requested assessment • Refer the application to a CIO officer (SDS) for review. **The CIO officer will...** assesses the merits of the case and: • **H&C request** - review the file and forward to visa office with appropriate remarks • **S.E. request** - refuse the application (negative selection decision). *S.E.cannot be used to override a failure to meet the minimum requirements • record outcome and reasons; and • send a letter to inform the applicant
The MI eligibility, minimum requirements met; points not met (ie. the applicant's total score is less than the 67 points pass mark)	• Add a note to the paper file to flag the requested assessment • Refer the application to an SDS officer for review. **The SDS officer will...** assesses the merits of the case and: • **H&C request** - review the file and forward to visa office with appropriate remarks • **S.E. request** - refuse to substitute for the points when he/she is satisfied that points accurately reflect the ability of the applicant to successfully establish in Canada; OR note the request for S.E. and forward the application to the visa office further processing. • record outcome and reasons; and • send a letter to inform the applicant

Module 10 Exercise – Case Studies: H&C and Substituted Evaluation

Insert Document

MODULE 11 -
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INTRODUCTION TO IMMIGRATION

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Document #1 - Course Schedule

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Document #2 - Permanent Residents

Requirements Before Entering Canada

Application before entering Canada

A11. (1) A foreign national must, before entering Canada, apply to an officer for a visa or for any other document required by the regulations. The visa or document may be issued if, following an examination, the officer is satisfied that the foreign national is not inadmissible and meets the requirements of this Act.

If sponsor does not meet requirements

(2) The officer may not issue a visa or other document to a foreign national whose sponsor does not meet the sponsorship requirements of this Act.

2001, c. 27, s. 11; 2008, c. 28, s. 116.

Selection of Permanent Residents

Family reunification

A12. (1) A foreign national may be selected as a member of the family class on the basis of their relationship as the spouse, common-law partner, child, parent or other prescribed family member of a Canadian citizen or permanent resident.

Economic immigration

(2) A foreign national may be selected as a member of the economic class on the basis of their ability to become economically established in Canada.

Refugees

(3) A foreign national, inside or outside Canada, may be selected as a person who under this Act is a Convention refugee or as a person in similar circumstances, taking into account Canada's humanitarian tradition with respect to the displaced and the persecuted.

A20. (1) Every foreign national, other than a foreign national referred to in section 19, who seeks to enter or remain in Canada must establish,

(*a*) to become a permanent resident, that they hold the visa or other document required under the regulations and have come to Canada in order to establish permanent residence; and

(*b*) to become a temporary resident, that they hold the visa or other document required under the regulations and will leave Canada by the end of the period authorized for their stay.

Permanent resident

A21. (1) A foreign national becomes a permanent resident if an officer is satisfied that the foreign national has applied for that status, has met the obligations set out in paragraph 20(1)(*a*) and subsection 20(2) and is not inadmissible.

Right of permanent residents

A27. (1) A permanent resident of Canada has the right to enter and remain in Canada, subject to the provisions of this Act.

Conditions

(2) A permanent resident must comply with any conditions imposed under the regulations.

Residency obligation

A28. (1) A permanent resident must comply with a residency obligation with respect to every five-year period.

ABROAD

R70. (1) An officer shall issue a permanent resident visa to a foreign national if, following an examination, it is established that

(*a*) the foreign national has applied in accordance with these Regulations for a permanent resident visa as a member of a class referred to in subsection (2);
(*b*) the foreign national is coming to Canada to establish permanent residence;
(*c*) the foreign national is a member of that class;
(*d*) the foreign national meets the selection criteria and other requirements applicable to that class; and
(*e*) the foreign national and their family members, whether accompanying or not, are not inadmissible.

Classes

(2) The classes are

(*a*) the family class;
(*b*) the economic class, consisting of the federal skilled worker class, the transitional federal skilled worker class, the Quebec skilled worker class, the provincial nominee class, the Canadian experience class, the investor class, the entrepreneur class, the self-employed persons class, the transitional federal investor class, the transitional federal entrepreneur class and the transitional federal self-employed persons class; and
(*c*) the Convention refugees abroad class, the country of asylum class and the source country class.

Document #3 - Abroad Selection criteria

FAMILY CLASS

The objectives of IRPA recognize the importance of family reunification. Family class applications serve the purpose of reunifying a Canadian citizen or permanent resident with his/her close family from abroad. The process is generally started by a sponsor in Canada who submits a completed sponsorship application with supporting documentation to the Case Processing Centre (CPC-M) in Mississauga. This office is not open to the general public. The staff deals only with mail-in family class applications. They ensure that the person is eligible to sponsor the application for the people named on the sponsorship undertaking.

Sponsorship:

The sponsor in Canada completes a sponsorship application agreeing to support the sponsored foreign national (member of the family class) and any family members included in the application for up to 10 years. The application is sent to CPC Mississauga for processing.

In the case of a spouse, common-law partner, conjugal partner or dependent children, the completed application for permanent residence is sent to CPC-M along with the completed sponsorship application.

The SDA at CPC-M reviews the application to make sure that the sponsor meets the requirements of IRPA and its regulations, including having a sufficient income to fulfill the obligations of the undertaking. [See R130 – R137 for details.]

A copy of the application is then sent to the appropriate visa office

The prospective permanent resident completes an application for permanent residence and undergoes an Immigration medical examination, as do all family members.

If there are no medical or criminality/security problems a permanent resident visa is issued.

Members of the family class

- Spouse (same or opposite sex; marriage recognized in Canada and in the jurisdiction where it took place)

- Common-law partner (as defined in R1(1)) includes:
  - An individual who is cohabiting with the person in a conjugal relationship, having so cohabited for at least one year (includes same-sex couples)

- An individual who is unable to cohabit with the person, due to persecution or any form of penal control (R1(2))

- Conjugal partner (as defined in R2)

- Dependant child (as defined in R2) is:
  - Biological child of the parent, or adopted child of the parent; and
  - Less than age 22 and not a spouse/common-law partner;
  - Age 22 or more, a full-time student, and financially supported by parents since turning 22 or since marrying, whichever was earlier; or
  - Age 22 or more, mentally or physically disabled, incapable of self-support, and financially supported by parents

- Father, mother, grandfather, grandmother

- Brother, sister, nephew, niece, grandchild if:
  - Orphaned;
  - Less than 18; and
  - Not a spouse/common-law partner

- Child to be adopted if:
  - Less than 18
  - Not primarily to obtain permanent residence
  - Adoption from country that conforms to Hague Convention on Adoption, and Convention Against Child Trafficking
  - No objection by province of destination

- Any other relative (if sponsor has no relatives in Canada and no relative who could be otherwise sponsored)

The ability to accept an application under the family class category is limited by the applicable definitions as they appear in our legislation. Specifically, definitions that are relevant to family class sponsorships are provided in sections 1 and 2 of the regulations.

REFUGEE CLASS

The second class of permanent residents is the refugee protection class. The Canadian federal government helps refugees resettle in Canada. The refugee and humanitarian resettlement program allows Canada to uphold its humanitarian tradition. In addition to government efforts, private sponsorships enable organizations and groups of individuals to assist refugees and other people in similar circumstances to rebuild their lives in Canada.

The following are categories of refugees who are assessed abroad but who come to Canada as permanent residents:

-
- ***Convention refugee abroad (A96)***

  Is someone who:

  - Is outside his/her country(ies) of citizenship or habitual residence
  - Has reasonable grounds to fear persecution for reason of:
    - Race
    - Religion
    - Nationality
    - Political opinion or
    - Membership in a particular social group

- ***Humanitarian protected person abroad:***

  - ***Country of asylum class –***
    - are outside your home country or the country where you normally live
    - have been, and continue to be, seriously and personally affected by civil war or armed conflict, or have suffered massive violations of human rights
    - cannot find an adequate solution to your situation within a reasonable period of time and
    - will be privately sponsored or have the funds required to support yourself and your family members.

  - ***Source country class –***
    - live in a country that has been named a source country of refugees
    - live in your home country

- have been, and continue to be, seriously and personally affected by civil war or armed conflict
- have lost the right of freedom of expression, the right of dissent or the right to engage in trade union activity, and have been detained or imprisoned as a result
- fear persecution because of race, religion, nationality, membership in a particular social group or political opinion
- cannot find an adequate solution to the situation within a reasonable period of time and
- will be assisted by the Government of Canada, be privately sponsored or have the funds needed to support yourself and your family members after you arrive in Canada.

The Process:

- The refugee's application must be accompanied by a referral from the UNHCR or an undertaking (R150(1)).

- The officer determines if the person meets the definition of one of the Refugee classes.

- If so, they are informally assessed to determine if they can be resettled in Canada and become successfully established in Canada given the support that will be available to them (sponsorship). This does not apply to the refugee and their family members if they intend to reside in Quebec. [R139(1)(g)] The provincial authority of that province must be of the opinion that they meet the selection criteria and are not otherwise inadmissible.

  This also does not apply if an officer determines they are vulnerable (unaccompanied minor, woman at risk) or in urgent need of protection (life, liberty or physical safety is under immediate threat). [R139(2)]

- The refugee is assessed for criminality/security and medical admissibility.

- If all requirements are met a permanent resident visa can be issued.

- On arrival in Canada the refugee becomes a Permanent Resident and will be eligible for certain benefits to help with his/her settlement in Canada (e.g., language training, temporary housing, assistance from sponsoring organization, etc.).

ECONOMIC CLASS

The third category of permanent residents is applicants who will be assessed on the skills and/or expertise they could bring to Canada. The economic permanent resident applicants are assessed against a selection system based on a category. These categories are:

- Federal skilled worker
- Quebec skilled worker
- Provincial nominee
- Canadian Experience
- Business applicants:
  - Entrepreneur
  - Investor
  - Self-employed

1. Quebec Skilled Worker

Persons who are destined to become permanent residents in Quebec are assessed under the Quebec skilled worker class and must meet Quebec's selection criteria to be eligible.

If they are successful, they will receive an appropriate Certificate of Selection of Quebec (CSQ). Nonetheless, these applicants also need to meet the federal requirements for admissibility. If they fail to meet either provincial eligibility or federal admissibility, their applications will be refused.

2. Provincial nominee

Another type of independent permanent resident applicant is a provincial nominee. Applicants under this category are selected in consultation with the province interested in making the nomination. A recent example of this sort of applicant selection was done in co-operation with Manitoba to address an urgent need for skilled workers for their garment industry.

3. Canadian Experience

The Canadian Experience Class is prescribed as a class of persons who may become permanent residents on the basis of their Canadian experience and who:

- intend to reside in a province or territory other than Quebec;

- have maintained temporary resident status during their qualifying period of work experience as well as during any period of full-time study or training in Canada; and,
- meet the language requirement.

There are two streams available: Temporary Foreign Worker Stream (2 years of full-time equivalent work experience at the NOC 0, A or B level); Post-Graduation Stream (2 years of study, degree, 1 year of full-time employment at the NOC 0, A or B level within the 2 years preceding application).

4. *Business*

The fourth component of the economic class permanent resident category is the business applicant. This particular type of economic applicant subdivides into three component parts. These applicants are also assessed using selection factors.

Because business applicants are awarded a substantial number of bonus points, a key element for selection hinges on the applicant being able to meet the definition of the category under which they are applying.

After meeting specific eligibility criteria all applicants still need to be admissible, (not be described in Section 34 to 42 of IRPA). Generally, this would include meeting medical requirements and background checks for criminality/security. Once all members of the family meet all requirements, each individual is issued a permanent resident visa that is processed when they first arrive in Canada.

5. *Business class definitions*

- Entrepreneur
  An applicant who has a net worth of at least $300,000 and who intends and has the ability to establish, purchase, or make a substantial investment in a business or commercial venture in Canada which will make a significant contribution to the economy and create or continue employment opportunities in Canada for one or more Canadian citizens or permanent residents, other than the entrepreneur and his/her family members. The applicant must also intend and have the ability to provide active and ongoing management of the business or commercial venture.

- Investor
  An applicant, who has successfully operated, controlled or directed a business. This person must have a net worth of at least $800,000 and agree to make an investment in the sum of $400,000 to an agent for allocation into all approved funds, and in the case of an investor approved by a province, that investment is non-refundable for at least five years. The approved funds will contribute to the creation or continuation of employment

opportunities for Canadian citizens or permanent residents and actively foster the development of a strong, viable economy and regional prosperity in Canada.

- Self-Employed
  A person seeking to enter Canada as a permanent resident under the self-employed category is a person who has the ability to establish or purchase a business in Canada. The business will create an employment opportunity for the applicant and make a significant contribution to the cultural or artistic life of Canada, or to athletics in Canada at the world-class level, or will consist of the purchase and management of a farm in Canada.

Document #4 - Federal Skilled Worker Class

Skilled workers are people who can become permanent residents because they are able to establish themselves economically in Canada.

To be accepted as a skilled worker, applicants must:

- Meet Eligibility Requirements under the relevant Ministerial Instructions in either:
  - Work Experience in an "In-Demand" Occupation field (NOC);
  - Arranged Employment
  - Ph.D. Studies
- Meet the minimum work experience requirement:
  Applicants **must have at least one (1) year full-time, paid work experience (or the equivalent part-time experience) within the last ten (10) years in an occupation or occupations described in NOC 0, A or B. Failure to meet this requirement results in refusal of the application.
- Prove that they have the funds required for settlement; and
- Earn enough points in the six selection factors to meet the pass mark (education, official languages, work experience, age, employment arrangement in Canada and adaptability).

Selection Criteria

- Education (maximum of 25 pts.)
- Proficiency in English and French (maximum of 24 pts.)
- Experience (maximum of 21 pts.)
- Age (maximum of 10 pts.)
- Arranged employment (maximum of 10 pts.)
- Adaptability (maximum of 10 pts.)

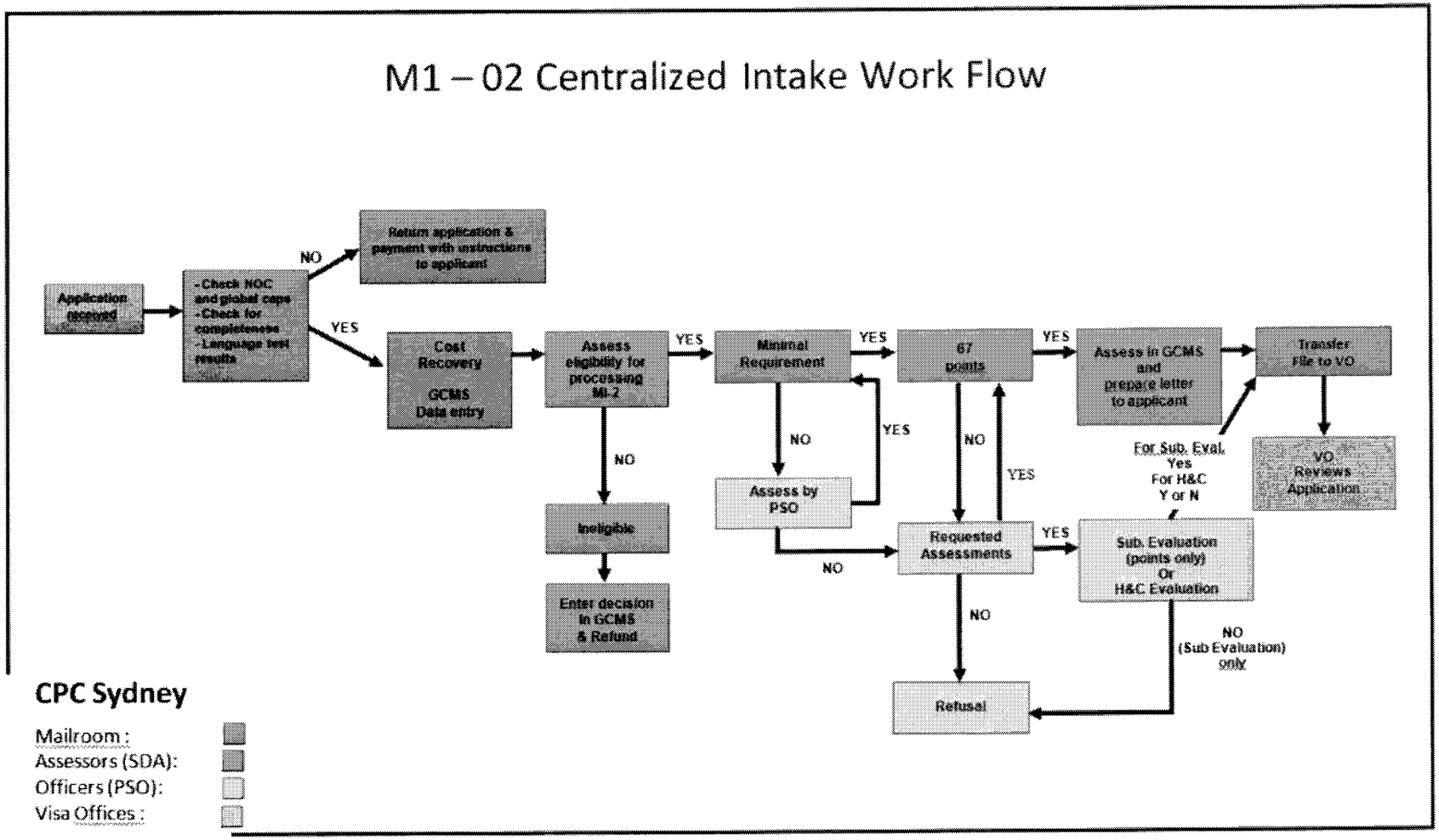
N.B. Applies only to applicants who intend to reside in a province **other than** Quebec.

Points requirement: 67 points

MODULE 02 -
WORKFLOW : ROLES AND RESPONSIBILITIES

Document #1 - Centralized Intake Office Work Flow
Document #2 – Roles & Responsibilities
Document #3 - Instrument of Designation and Delegation

Document #1 - Centralized Intake Office Work Flow



Document #2 – Roles and Responsibilities

Mailroom

Processor #1 Service Delivery Clerk CR-03:

Mail - Open mail, stamp envelope with received date, record tracking number on spreadsheet, enter daily mail count on G-drive spreadsheet,

Processor #2 Service Delivery Clerk CR03:

Completeness Check - Review application for completeness. Ensure the application is signed, dated, money received in Canadian funds or credit card payment, all relevant information on the application has been completed, ensure that application meets R10. If Use of Representative form (IMM5476) is included, make sure the representative meets the regulatory definition of an authorized rep under IRPA. Ensure the application includes an acceptable language test, and that the cap has not been reached.

If application is complete, application is placed in a file jacket and then sent to be created in GCMS. *Note, if appropriate documentation is on file, an orange tag must be stapled to the file jacket to identify the file as requiring SW2 (Arranged Employment) assessment. Also, if the applicant has requested French processing or there is French documentation on file for assessment, the file will be flagged with a pink tag to be selected for processing by a bilingual agent and/or officer.

If application is not complete, a letter identifying the missing requirements is sent with applicable appendices and the entire application is returned to the client. Note: All returned applications must also be created in GCMS, for tracking purposes.

Note: If the application appears to be ineligible because it was received after an annual cap was filled, it is sent to the assessment unit for return to the applicant.

Processor #3 Service Delivery Clerk CR03:

Scanning – GCMS Application is created. Only essential details (name of PA, authorized rep, NOC code, MI Criteria for processing) are entered in GCMS initially to ensure the file is counted into the appropriate cap. The file is then sent to Mailroom Processor #4 for Cost Recovery (see duties outlined below).

Processor #4 Service Delivery Clerk CR03:

Cost Recovery – review the file to determine the method of payment. We do not accept HPM payment for FSW applications.

If payment is certified cheque, bank draft, or international money order in Canadian dollars, relevant information to cost recover fees are input in SAP finance system (ie. Applicant's name, mailing address and type of payment). Assignment of B file number is input into SAP for tracking purposes. At end of day the clerk reconciles negotiable and prints SAP report for verification. Once verification is confirmed the negotiable are forwarded to the Team Leader for auditing and transmission for deposit. Once cost recovery is complete, payment information must be entered into GCMS. The file is then sent to Mailroom Processor #5 for complete Data Entry (see duties below).

If payment form is received for Credit Card payment, credit card details must be entered into RPM system for authorization of payment. Once payment has been authorized, payment details are entered into the SAP system and the payment process continues as above. The file is then forwarded to Mailroom Processor #5 for Data Entry.

Processor #5 Service Delivery Clerk CR03:

Data Entry – The relevant information is taken from the application and input into GCMS. The complete bio-data (name, date of birth, address, phone number, country of birth) for principal applicant and dependants are input, including personal information (ie. Marital status, height, eye color, city of birth, country of birth, citizenship), education and language information, current occupation and applicable National Occupational Classification Code(s) (NOC), etc. for the principal applicant and dependants are input. The GCMS application is promoted as a "real" application at this stage – certain aspects of the application are then locked and can't be altered, and the application cannot be deleted after this point. Once data entry is complete file is forwarded to the File Assessment Unit.

*In addition, CR-03 clerks are also responsible for physical shipment of files to Visa Offices on a weekly basis. Once an electronic GCMS file has been transferred, the paper file is forwarded to the courier room to be prepared for shipping to visa offices abroad.

File Assessment Unit – Service Delivery Agent (PM01):

The application and information is reviewed by agent to ensure applicant meets the criteria of the Ministerial Instructions for SW1 (NOC); SW2 (Arranged Offer of Employment); or the Ph.D. (MI4) Stream.

If application is determined NOT to be eligible for processing, the decision and corresponding notes are entered in GCMS. The agent then prepares and sends a letter to the applicant notifying them that their application is not eligible for processing. The agent must also prepare the refund authorization form - the file is then forwarded to the finance unit for processing of the refund.

If application is determined to be eligible for processing, decision is updated in GCMS. The agent then assesses the application for minimum requirements and then each of the six selection factors, assigning points as appropriate.

- If the minimum requirements have been met and if the applicant appears to have achieved the necessary 67 points, a letter is sent to client informing them that further processing will now take place at the Visa Office. The file is then sent to the File Transfer Unit to be electronically transferred.
- If either the minimum requirements have not been met, OR the applicant has not achieved 67 points, the file is forwarded to the Service Delivery Specialist group for review and final assessment by officer. (No letter is sent to the client in this case.)

*In addition, PM01 agents are also responsible for electronic transferring of files to Visa Offices on a weekly basis. Once an electronic GCMS file has been transferred, the paper file is forwarded to the courier room to be prepared for shipping to visa offices abroad.

Service Delivery Specialist (Program Officer) PM-03:

Officer reviews the file and reasons for agent's referral to the officer. Officer performs an in-depth analysis to concur or refute the agent's recommendation.

If negative recommendation stands, the refusal reasons are noted on file and updated in GCMS. A letter to the client is prepared and sent outlining the reasons for the negative decision. Once GCMS has been updated and the client has been notified, file is forwarded to File Retention.

If Officer makes a positive decision, the positive assessment note is recorded in GCMS. A letter is sent to client informing them that further processing will now take place at the Visa Office. The file is then sent to the File Transfer Unit to be electronically transferred.

*The SDS Officers also participate in an internal Quality Monitoring Program; the development of policies and procedures, ATIP, litigation work, etc.

Finance Clerk CR-04:

Applications with a negative eligibility determination by the Service Delivery Agent are eligible for a refund. Once file has been received in the Finance Unit processing of the refund will commence. Finance clerk reviews Refund Authorization Form which was completed by the agent. Finance Clerk verifies current address of client in SAP & GCMS, and updates GCMS to indicate date & amount of refund. Electronic approval of Refund completed in SAP by clerk, applicable notation made to file, file is sent to File Retention.

Document #3 - Instrument of Designation and Delegation

Reference: Instrument of Designation and Delegation, IL-03

Column 1 Item	Column 2 Act and Regs. References	Column 3 Description of Power	Column 4 Delegates/ Designated Persons
VISA APPLICATIONS			
4.	A16(1), A16(2)(*a*)	Designated authority – Determine if **evidence and documents** are necessary for the completion of an examination carried out under the authority of the Minister of Citizenship and Immigration and **require** evidence and documents from the person being examined including photographic and fingerprint evidence.	**Centralized Processing Region:** C&I Case Processing Agent Support Service Agent Support Services Clerk, FSW Program Support Officer Service Delivery Specialist
11.	A11, A15, A87.3, R75(3), R80(6), R83(2), R203	Designated authority (in Canada) – Application for permanent residence visa (Federal Skilled Worker Class). Be satisfied whether the foreign national making an application for **permanent resident visa under the Federal Skilled Worker Class** meets or does not meet the requirements of the Ministerial Instructions made pursuant to A87.3; **process** the application for permanent resident visa; refuse **the application** for a visa; return, retain or otherwise dispose of the application; or send the application to the relevant Canadian mission overseas for further processing.	**Centralized Processing Region:** C&I Case Processing Agent Service Delivery Specialist Strategic Analysis Officer Program Support Officer
43.	A25(1), A87.3	Delegated authority – **Refuse to process** or **refuse** applications for humanitarian and compassionate consideration that accompany permanent resident applications, in accordance	**Centralized Processing Region:** C&I Case Processing Agent

		with the Ministerial Instructions made pursuant to A87.3	Program Support Officer

MODULE 03 - COMPLETENESS CHECK

Document #1 - Is the Application Complete
Document #2 – Checklist / Order of Documents

- Module 3 Exercise - Is it the Correct Amount?

Document #1 - Is the Application Complete? What to Look for

GLOBAL CAP / SUB-CAP CHECK

Since the introduction of the second set of Ministerial Instructions on June 26, 2010 – under the MI2, MI3 and MI4 instructions, there was a "cap" or maximum intake of FSW applications to be accepted each year. This cap only applied to applications received in the NOC and Ph.D. processing streams; there is no cap on arranged employment applications. The first step in the completeness check process is to verify whether the applicant is applying through the Ph.D., arranged employment or specified NOC category. If it is determined to be an application for which annual caps are counted, the completeness check clerk must determine whether applicable annual caps have been reached. If caps have been reached, the application will not be processed and must be sent to a designated decision maker to be returned to the applicant.

ACCEPTABLE LANGUAGE TEST

Next, the file must be reviewed for evidence of an acceptable language test. As of June 26, 2010, a valid official language test result from a designated language testing agency must be submitted as part of all FSW applications (IELTS; CELPIP; or TEF). Test results must not be more than two years old at the time the application is received. If the language test results are not on file, the application will not be processed and will be returned as incomplete.

FEE PAYMENT FORM (R10(1)(d)) – IMM5620

Applicable fees for an FSW application are shown in the table below:

Processing Fee	Amount per person
Principal applicant	$550
Each family member age 22 or older	$550

Each family member under age 22 who is married or in a common-law relationship	$550
Each family member under age 22 who is unmarried and not in a common-law relationship	$150

Right of Permanent Residence Fee	Amount per person
Principal applicant	$490
Spouse or common-law partner	$490

The application fees for the Principle Applicant (PA) and each accompanying family member are required to be received with the application. The Right of Permanent Residence Fee (RPRF) may be paid with the initial application submission OR at any time later in the process, up until the visa is received.

Review the Fee Payment Form (IMM5620). If fee payment indicates insufficient funds, the file must be returned. Certified cheques, money orders, bank drafts and credit cards payments MUST be in Canadian funds. Credit cards noted for payments MUST be valid for 9 months from submission date. There are some countries that do NOT have access to Canadian funds; these countries are allowed to submit a POS payment receipt (indicated fees paid at mission) which is NOT in Canadian funds.

USE OF AUTHORIZED REPRESENTATIVE (R10 (2)) – IMM5476

Compensated representatives charge a fee or receive some other form of consideration in exchange for the advice and representation that they provide. Paid representatives must be authorized by CIC.

Authorized representatives are:

- immigration consultants who are members in good standing of the Immigration Consultants of Canada Regulatory Council (ICCRC);

- lawyers and paralegals who are members in good standing of a Canadian provincial or territorial law society and students-at-law under their supervision;
- notaries who are members in good standing of the *Chambre des notaires du Québec* and students-at-law under their supervision.

If the application identifies a paid representative who is not a member of one of these designated bodies, the application must be returned.

REVIEW OF R10

The file is now reviewed for all necessary information required (as per Regulation 10) to complete the assessment – see the regulatory reference below.

R10. (1) Subject to paragraphs 28(*b*) to (*d*), an application under these Regulations shall

(*a*) be made in writing using the form provided by the Department, if any;

(*b*) be signed by the applicant;

(*c*) include all information and documents required by these Regulations, as well as any other evidence required by the Act;

(*d*) be accompanied by evidence of payment of the applicable fee, if any, set out in these Regulations; and

(*e*) if there is an accompanying spouse or common-law partner, identify who is the principal applicant and who is the accompanying spouse or common-law partner.

Required information

(2) The application shall, unless otherwise provided by these Regulations,

(*a*) contain the name, birth date, address, nationality and immigration status of the applicant and of all family members of the applicant, whether accompanying or not, and a statement whether the applicant or any of the family members is the spouse, common-law partner or conjugal partner of another person;

(*b*) indicate whether they are applying for a visa, permit or authorization;

(*c*) indicate the class prescribed by these Regulations for which the application is made; and

(*c.1*) include the name, postal address and telephone number of any person who represents the applicant, and the person's fax number and electronic mail address, if any;

(*c.2*) if the person who represents the applicant is charging a fee for representation, include

(i) the name of the organization referred to in the definition "authorized representative" of which the person is a member, and

(ii) the membership identification number issued by that organization to the person; and

(*d*) include a declaration that the information provided is complete and accurate.

Application of family members

(3) The application is considered to be an application made for the principal applicant and their accompanying family members.

File Creation - GCMS

Once the file is determined to be complete, the application and documents are assembled in the correct order and placed in a B-file jacket. Before it is sent on to cost-recovery, the application must be created in GCMS, so it will be "counted" in under the correct cap. The file creation process requires minimal data-entry in GCMS, only enough to enable the departmental reports to capture it during the daily "cap count". The data entry elements included in this file creation are:

- Search for /Create the client (Principle Applicant), using key data such as name, DOB, country of birth, etc.
- Enter the PA's email address, and that of the authorized representative, if applicable
- Create the prospective FSW application (SW1-FED), and associate it to the PA
- Populate the following fields:
  - REC'D DATE
  - REC'D VIA
  - LOCK-IN DATE
  - SUBCATEGORY(MI3)
  - CORRESPOND LANG
  - MINISTERIAL INSTRUCTION CRITERIA (AE or Specified NOC)
- Add the authorized representative to the application, if applicable

- Add the following client details: NOC, as indicated on Schedule 3; and Current Occupation
- Identify the Paper File ("B-File") Number, and Paper File Location (ie. Registry)

Document #2 - Completeness Checklist

Documents to insert

Module 3 Exercise – Is it the correct amount?

Instructions:

1- Read the scenario
2- Calculate the correct processing fees that apply in this case.
3- Answer the question for each scenario.

SCENARIO:

1) **Sam R (age 21) is applying for permanent residence in Canada as a skilled worker. His application lists his spouse, Sally (age 18) and their son, Stuart (age 1). What fees apply?**

2) **Roger (age 50) is applying for permanent residence in Canada as a skilled worker. His application include his wife, Barbara (age 45), one son, Hugo (age 28), and two daughters, Sophie (age 24) and Margaret (age 20). His wife and his two daughters are accompanying him to Canada. He has included a money order for 1400$CAN. Is this the correct amount?**

3) **Victoria (age 22) is applying for permanent residence in Canada as a skilled worker. She has listed her daughter (age 2) as her dependent child in her application. She has included a certified cheque of 700$CAN for the processing fees and a certified cheque of 980SCAN for the Right of Permanent Resident Fees. Is this correct?**

4) **Maria (age 25) is applying for permanent residence in Canada as a skilled worker. On her application, she has listed her spouse (age 25), and her two sons (age 5 and 3) as her accompanying family members. What fees apply?**

MODULE 04 -
INTRODUCTION TO COST RECOVERY & DATA ENTRY

Document #1 – Introduction to Cost Recovery at CIO
Document #2 - SAP, RPM and POS - Reading the receipt
Document #3 – GCMS File Creation and Data Entry

- Module 4 Exercise – Searching in GCMS

Appendix A: Affected missions and countries where a certified Canadian instrument is impossible or difficult to obtain.

Appendix B: GCMS Data Entry (Quick Steps)

Document #1 – Introduction to Cost Recovery at CIO

After the completeness check stage the file is forwarded to the Cost Recovery Unit to have the fees processed. Applicants may pay their FSW application fee by either certified instrument in Canadian funds, or by credit card. There are FSW applicants from countries where a certified Canadian bank instrument is impossible or difficult to obtain. In some countries where a certified Canadian bank instrument is difficult or impossible to obtain, and where credit card payment is not an option, applicants may opt to make their payment in local currency at the mission.

See Appendix A for the list of selected countries and visa offices.

In those cases, applicants will submit a **POS receipt** from the mission with their application to CIO.

For all other FSW applicants, payment is processed at CIO in the SAP payment processing system, and the SAP receipt will remain on the file throughout processing. The **SAP receipt** will show the name and address of the PAYER (not always the principle applicant). If a refund of the application is necessary, the refund must also be made out to the PAYER. When requesting a refund, you should always verify the payment information, as well as the payer's information, with the **IMM5620 Payment Form** AND the SAP receipt.

Note: In the case of a credit card payment, the payment is first processed using an internet based payment processing system which draws the funds from the credit card account directly. Once the payment has been approved in the RPM system, it is then registered on the SAP system. For these cases you will notice a copy of the **RPM receipt** on file as well.

The final step in the cost-recovery process is to record the payment details in GCMS. At this point in processing the fee payment details are recorded, but fees are not allocated until the data entry has been completed. Once the payment details are recorded in GCMS, the file is sent to data entry.

Document #2 - SAP, RPM and POS - Reading the receipt

Documents to insert

Document #3 - GCMS Data Entry

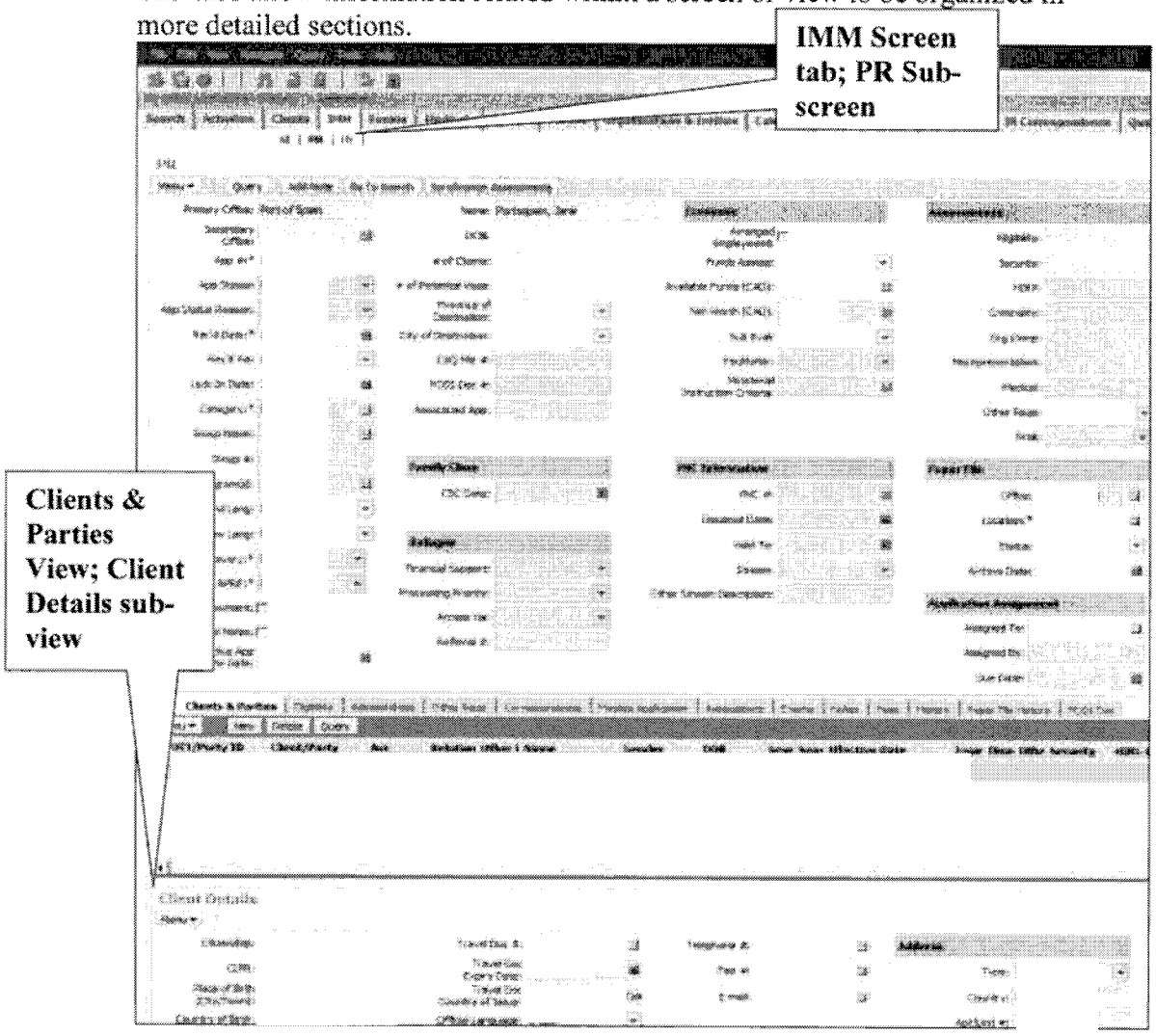
Now that a complete application has been started in GCMS and the fees have been recorded, it is time to add all of the client, application and document details to the electronic application in GCMS. This is the data entry stage at CIO. *See Appendix B for complete data-entry steps.

GCMS screen hierarchy

GCMS uses a hierarchy of screens and views to organize and present information:

- Screens (A) are located at the top of the display.
- Views (B) are located directly below the screens.
- Applets (C) within a view are located at the bottom of the display and are connected to the specific screen or view in focus.

Sub-tabs allow information related within a screen or view to be organized in more detailed sections.



Module 4 Exercise - Searching in GCMS

These exercises are designed to provide you with practice using GCMS Search and Query functionality.

1. Search for :

   in the United States.

   Navigate to her client record.

   What is her eye colour? _____

2. Search for:

   What other given name is on the record? _____

   Are there any other Family Names for Karen? _____

3. Perform a multi-person search for the following and record their UCIs:

Family Name	Given Name	COB	DOB	UCI
		HONG KONG		
		UNITED STATES OF AMERICA		
		CANADA		

Appendix A – List of affected missions and applicants from countries where a certified Canadian instrument is impossible or difficult to obtain.

#	MISSION	COUNTRIES
1	Islamabad	Pakistan, Afghanistan
2	Accra	All countries served by mission
3	Bucharest	Moldova
4	Sao Paulo	Brazil
5	Moscow	All countries served by mission
6	Pretoria	Angola, Zimbabwe
7	Caracas	Venezuela
8	Vienna	Bosnia-Herzegovina, Kosovo, Serbia, Montenegro
9	Warsaw	Poland, Estonia, Belarus
10	Ankara	Georgia, Azerbaijan, Turkmenistan
11	Kiev	Ukraine
12	Havana	Cuba
13	Buenos Aires	Argentina, Uruguay, Paraguay
14	Nairobi	Congo, Djibouti, Eritrea, Ethiopia, Rwanda, DRC, Burundi, Comores, Réunion, Somalia, Tanzania
15	Abidjan	All countries served by mission
16	Guatemala	Guatemala, El Salvador, Nicaragua, Honduras and Panama

Appendix B – Data Entry Steps

1. **Search** for all dependants; if no record, create a Client record for each.
2. Clients Screen - For all applicants on the file, enter relevant personal information (ie. full name, gender, DOB, etc.) For the PA, phone number(s) and email address(es) are also required.
3. Clients>Addresses view - Enter the mailing address for the principal applicant and the current residential address for all clients.
4. Clients>Documents>Travel Documents sub-view - current passport number, country of issue and expiration date.
5. Hyperlink to the application from the Associations tab on the principle applicant.
6. IMM Screen: Secondary Office - select office the file is to be sent to. (ex. London)
7. IMM>Clients and Parties view – add each dependent to the application by entering UCI and details of relationship.
8. IMM>Clients and Parties>Client Details applet - enter relevant details for each applicant (ie. citizenship, marital status, official language, NOC*, etc). For the PA, pick-in telephone and email. For the rep, verify their address, phone and fax numbers, and e-mail address against their use of rep form.
9. IMM>Eligibility>Schedule Info sub-view - details on the client's Schedule 3 form. Also, the language test type, the test number, test date, and test results.
10. IMM> Fees view. Ensure the fee lines are correct and allocate the fees.
11. Hyperlink to each client (Clients screen) and click on the "Background Info" view tab.
12. Clients> Background Info >Additional Family Info sub-view - for selected applicants, the personal details for parents, spouse, and/or children (if applicable) - name, gender, DOB, COB, Date of Death, marital status, and address. As well, enter any family members living in Canada listed on their additional family information sheet.
13. Check each Schedule 1 on file - if yes to any of the questions and/or additional info provided - click on the Statutory Questions sub-tab.
14. Clients> Background Info > Statutory Questions sub-view - Update the Statutory questions answers as necessary depending on the entries on the schedule 1 & enter additional details if provided.
15. Query the application again. Click on the "Promote application" button at the top of the application.

Once the data entry is complete and the application has been promoted, the file is sent to be assessed by a Service Delivery Agent.

MODULE 05 -
NOC, NOC Matrix and the Ministerial Instructions

Document #1 – Introduction to the NOC and NOC Matrix

- Module 5 Exercises – Finding the NOC

Document #2 – Ministerial Instructions
Document #3 – Reviewing the Duties under the NOC

Reference – OB318

Document #1 – Introduction to the NOC and NOC Matrix

NOC

The National Occupational Classification (NOC) is the nationally accepted reference on occupations in Canada. It is used analyze and communicate information about occupations, and to understand the jobs found throughout Canada's labour market. The NOC is a standard that classifies and describes the occupations in the Canadian economy.

NOC Matrix

The NOC Matrix provides an overview of the entire occupational classification structure based on Skill Levels and Skill types. Skill Types are represented in the columns while the Skill Levels are found in rows. All Skill Types may be accepted for processing in the FSW category. However, only Skill Levels 0, A and B are considered when processing FSW applications.

Skill Level A: Occupations Usually Requiring a University Education
Always have "1" as the second digit. For skill level A, the first digit will identify the skill type.

Example: NOC 3112: General Practitioners and Family Physicians
1 as the second digit indicates skill level A; 3 as the first digit indicates Heath Occupations (type).

Skill Level B: Occupation Usually Require College Education or Apprenticeship Training
Will have 2 as the second digit, as a general rule*. For skill level B, as with skill level A, the first digit will identify the skill type.

Example: NOC 6241: Chefs
2 as the second digit indicates skill level B; 6 as the first digit indicates Sales and Service Occupations (type).

*Exception: With Skill Level B, under Skill Type 7, there are two major groups: **72 and 73.**

Skill Level 0: Management Occupations

With the A and B skill level occupations, you have been told to pay attention to the second digit to identify the skill level. For occupations at the 0 skill level this rule changes. NOC codes at the skill level 0 will always begin with a "0". For ALL management occupations at the 0 skill level, the second number in the 4-digit NOC code will identify the skill type.

Example: NOC 0631: Restaurant and Food Services Managers

0 indicates Management Occupation (level), 6 indicates Sales and Service Occupations (type)

Note: Generally a NOC code containing a 4 or 6 as the second digit will not be acceptable for FSW applications, as these represent occupations at the C and D skill levels. However, **ALL** NOC codes beginning with a "0" are acceptable, since the 0 as a first digit represents Management Occupations (0 skill level).

Document to insert – NOC Matrix

Module 5 Exercises: Reviewing the NOC

Exercise #1: Name the Skill Level

Instructions: Identify the Skill Level for the NOC four-digit codes below.

1. **0811**_____
2. **2112**_____
3. **9234**_____
4. **0631**_____
5. **3413**_____
6. **7312**_____
7. **4151**_____
8. **3233**_____
9. **0111**_____
10. **8222**_____

Exercise #2: Find the 4 digit NOC codes

Instructions: Find the NOC four-digit code for the occupations listed below.

Computer programmer _____

Bookkeeper _____

Motor vehicle mechanic _____

Accountant _____

Mould maker (Pottery)_____

Exercise #3: Find the 4 digit NOC codes

Instructions: Find the occupation and NOC code that correspond to the duties described below.

1. I plan and organize the operations of information systems and electronic data processing (EDP) departments and companies. I control the budgets and expenditures of a department, company, or project.

2. I perform a limited range of technical functions in support of agriculture, plant breeding, animal husbandry, biology, and biomedical research.
I assist in collecting samples of water, soil, plant and animal populations.

3. I assess patients' physical abilities through evaluative procedures such as functional ability tests. I evaluate effectiveness of treatment plans and modify accordingly. I establish treatment goals with patients based on physical diagnoses. I may conduct research and provide consulting or education services.

4. I instruct students in the interpretation of scripts, speech, movement and dramatic theory. I prepare students for auditions and performances. I coach performers in creative expression, styles of acting and performing, response to audience and other techniques.

5. I prepare and cook complete meals or individual dishes and foods on a daily basis. I schedule and supervise kitchen helpers and maintain records of inventory and records of food, supplies and equipment. I set up and oversee special buffets weekly and on special occasions. I occasionally plan menus, determine size of food portions, estimate food requirements and costs, and monitor and order supplies.

Document #2 – Ministerial Instructions 3, 4 and 5

MI3 – Notice in the Canada Gazette:

Vol. 145, No. 26 — June 25, 2011

GOVERNMENT NOTICES
DEPARTMENT OF CITIZENSHIP AND IMMIGRATION
IMMIGRATION AND REFUGEE PROTECTION ACT

Updated Ministerial Instructions

Notice is hereby given, under subsection 87.3(6) of the *Immigration and Refugee Protection Act*, that the Department of Citizenship and Immigration has established the following Ministerial Instructions that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

Overview

These Ministerial Instructions identify immigration applications and requests that are eligible for processing under these instructions.

Instructions are directed to officers and their delegates who are charged with handling and/or reviewing applications for permanent or temporary visas to enter Canada.

Authority for Ministerial Instructions is derived from section 87.3 of the *Immigration and Refugee Protection Act* (IRPA). The Instructions are being issued to ensure that the processing of applications and requests is conducted in a manner that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

These Instructions come into force on July 1, 2011.

These Instructions apply to applications received by the designated Citizenship and Immigration Canada offices on or after July 1, 2011.

All Federal Skilled Worker applications received by the Centralized Intake Office in Sydney, Nova Scotia prior to July 1, 2011 shall continue to be considered for processing having regard to the Ministerial Instructions in place at the time of their receipt.

The Instructions are consistent with IRPA objectives as laid out in section 3, specifically to support the development of a strong and prosperous Canadian economy; to see that families are reunited in Canada; to fulfill Canada's international legal obligations with respect to refugees and provide assistance to those in need of resettlement; and to respect the federal, bilingual and multicultural character of Canada, including to support and assist the development of minority official languages communities.

The Instructions are compliant with the *Canadian Charter of Rights and Freedoms*.

The Instructions do not apply to refugees or protected persons or persons making a request on Humanitarian or Compassionate grounds from within Canada.

The Instructions respect all previously established accords and agreements including the *Quebec-Canada Accord* and all agreements with provinces and territories.

Any categories for which Instructions are not specifically issued shall be processed in the usual manner.

Economic Class applications

All Economic Class applications, with the exception of Federal Skilled Worker, federal Immigrant Investor Program, and federal Entrepreneur Program applications, shall be placed into processing according to existing priorities, including:

- Quebec economic applicants;
- Provincial Nominees;
- Canadian Experience Class;
- Other federal Business Immigrant applicants (self-employed); and
- Live-in Caregivers.

Federal Skilled Worker applications

Cap on the number of applications to be processed per year

A maximum of 10,000 new Federal Skilled Worker applications, without an offer of arranged employment, will be considered for processing each year.

Within the 10,000 cap, a maximum of 500 new Federal Skilled Worker applications per National Occupation Classification (NOC) code will be considered for processing each year.

In calculating the caps, applications will be considered in order of the date they are received. Applications received on the same date will be considered for processing having regard to routine office procedures.

For the unique purpose of calculating the caps, the cap year will begin on July 1, 2011 and end on June 30, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from July 1st to June 30th, unless otherwise indicated in a future Ministerial Instruction.

Instructions for processing Federal Skilled Worker applications

Federal Skilled Worker applications (see footnote 1) received by the Centralized Intake Office in Sydney, Nova Scotia on or after July 1, 2011, and that meet either of the following criteria shall be placed into processing:

1. Applications submitted with an Arranged Employment Offer (AEO) consistent with requirements of subsection 82(2) of the *Immigration and Refugee Protection Regulations*.

or

2. Applications from skilled workers with evidence of experience in the last ten years under one or more (see footnote 2) of the following National Occupation Classification (NOC) codes, not exceeding the identified caps:

- 0631 Restaurant and Food Service Managers
- 0811 Primary Production Managers (Except Agriculture)
- 1122 Professional Occupations in Business Services to Management
- 1233 Insurance Adjusters and Claims Examiners
- 2121 Biologists and Related Scientists
- 2151 Architects
- 3111 Specialist Physicians
- 3112 General Practitioners and Family Physicians
- 3113 Dentists
- 3131 Pharmacists
- 3142 Physiotherapists
- 3152 Registered Nurses
- 3215 Medical Radiation Technologists
- 3222 Dental Hygienists & Dental Therapists
- 3233 Licensed Practical Nurses
- 4151 Psychologists
- 4152 Social Workers
- 6241 Chefs
- 6242 Cooks
- 7215 Contractors and Supervisors, Carpentry Trades
- 7216 Contractors and Supervisors, Mechanic Trades
- 7241 Electricians (Except Industrial & Power System)
- 7242 Industrial Electricians
- 7251 Plumbers
- 7265 Welders & Related Machine Operators
- 7312 Heavy-Duty Equipment Mechanics
- 7371 Crane Operators
- 7372 Drillers & Blasters — Surface Mining, Quarrying & Construction
- 8222 Supervisors, Oil and Gas Drilling and Service

No Humanitarian and Compassionate requests to overcome requirements of Ministerial Instructions

Requests made on the basis of Humanitarian and Compassionate grounds that accompany a Federal Skilled Worker application not identified for processing under Ministerial Instructions will not be processed.

Investor Class applications

Cap on the number of applications to be processed per year

A maximum of 700 new federal Immigrant Investor applications will be considered for processing each year.

In calculating the cap, applications will be considered in order of the date they are received. Applications received on the same date will be considered for processing having regard to routine office procedures.

For the unique purpose of calculating the caps, the cap year will begin on July 1, 2011 and end on June 30, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from July 1st to June 30th, unless otherwise indicated in a future Ministerial Instruction.

Instructions for processing federal investor class applications

Federal Immigrant Investor applications (see footnote 3) received by the Centralized Intake Office in Sydney, Nova Scotia on or after July 1, 2011, not exceeding the identified cap shall be placed into processing.

Federal Entrepreneur Class applications

Temporary moratorium

No new federal Entrepreneur application will be accepted unless it is received by the designated Citizenship and Immigration Canada office prior to July 1, 2011. This temporary moratorium will remain in place until otherwise indicated in a future Ministerial Instruction.

Family Class applications

Family Class applications will be processed in the same manner and with the same priorities as usual.

Humanitarian and Compassionate requests

Requests for Humanitarian and Compassionate consideration made from outside Canada will be processed in the usual manner, except in the case where the request accompanies a Federal Skilled Worker application not identified for processing under Ministerial Instructions as stated above.

Temporary Resident applications

All applications for temporary residence, including Temporary Foreign Workers, Foreign Students and Visitors shall continue to be placed into processing immediately upon receipt.

Retention/Disposition

Applicants to the Federal Skilled Worker Program, the federal Immigrant Investor program or the federal Entrepreneur program whose applications are received by the designated Citizenship and Immigration Canada offices on or after July 1, 2011, and which do not meet the criteria described above shall be informed that their application will not continue for processing and their processing fees shall be returned.

Footnote 1
In order to be considered, applications must be completed according to the application kit requirements in place at the time the application is received by the designated office.

Footnote 2
Applicants will have one year of continuous full-time or equivalent paid work experience in at least one of the listed NOCs and not combined partial year experience in multiple NOCs. This work experience will reflect the actions described in the lead statement for the occupation as set out in the occupational descriptions of the NOC, including the performance of a substantial number of the main duties and all of the essential duties described.

Footnote 3
In order to be considered, applications must be completed according to the application kit requirements in place at the time the application is received by the designated office.

MI4 – Notice in the Canada Gazette (introduction of Ph.D. Eligibility):

IMMIGRATION AND REFUGEE PROTECTION ACT
Updated Ministerial Instructions

Notice is hereby given, under subsection 87.3(6) of the *Immigration and Refugee Protection Act*, that the Department of Citizenship and Immigration has established the following Ministerial Instructions that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

Overview

These Ministerial Instructions identify immigration applications and requests that are eligible for processing under these instructions.

In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to the requirements of the program to which the applicant is applying.

Instructions are directed to officers and their delegates who are charged with handling and/or reviewing applications for permanent or temporary visas to enter Canada.

Authority for Ministerial Instructions is derived from section 87.3 of the *Immigration and Refugee Protection Act* (IRPA). The Instructions are being issued to ensure that the processing of applications and requests is conducted in a manner that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

These Instructions come into force on November 5, 2011.

These Instructions apply to applications received by the designated Citizenship and Immigration Canada offices on or after November 5, 2011.

All applications received by designated Citizenship and Immigration Canada offices prior to November 5, 2011 shall continue to be considered for processing having regard to the Ministerial Instructions in place at the time of their receipt.

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner.

The Instructions are consistent with IRPA objectives as laid out in section 3, specifically to support the development of a strong and prosperous Canadian economy; to see that families are reunited in Canada; to fulfill Canada's international legal obligations with respect to refugees and provide assistance to those in need of resettlement; and to respect the federal, bilingual and multicultural character of Canada, including to support and assist the development of minority official languages communities.

The Instructions are compliant with the *Canadian Charter of Rights and Freedoms*.

The Instructions do not apply to refugees or protected persons or persons making a request on Humanitarian or Compassionate grounds from within Canada.

The Instructions respect all previously established accords and agreements including the *Quebec-Canada Accord* and all agreements with provinces and territories.

Economic Class applications

All applications received by designated Citizenship and Immigration Canada offices prior to November 5, 2011 shall continue to be considered for processing having regard to the Ministerial Instructions in place at the time of their receipt.

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner.

Federal Skilled Worker applications

Introduction of an eligibility stream under the Federal Skilled Worker Program for international students pursuing doctoral (PhD) studies at Canadian institutions.

A maximum of 1,000 new Federal Skilled Worker applications from international students pursuing PhD studies at Canadian institutions will be considered for processing each year. This cap will be calculated over and above any other Federal Skilled Worker caps on application intake identified in separate Ministerial Instructions.

In calculating the cap, applications will be considered in order of the date they are received. Applications received on the same date will be considered for processing having regard to routine office procedures.

For the unique purpose of calculating the cap, the first cap year for the PhD stream will begin on November 5, 2011 and end on October 31, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from November 1 to October 31, unless otherwise indicated in a future Ministerial Instruction.

This stream is being introduced to enhance Canada's ability to attract and retain highly qualified students and increase Canada's PhD attainment, supporting immigration goals set by the Government of Canada.

Instructions for processing new Federal Skilled Worker applications from international students pursuing PhD studies at Canadian institutions.

Federal Skilled Worker applications (see footnote 1) received by the Centralized Intake Office in Sydney, Nova Scotia, on or after November 5, 2011, and that meet either of the following two sets of criteria shall be placed into processing:

1. Applications from international students who are currently enrolled in a PhD program, delivered by a provincially or territorially recognized private or public post-secondary educational institution located in Canada, and who have completed at least two years towards the completion of their PhD and who are in good academic standing and who are not recipients of a Government of Canada award requiring them to return to their home country to apply their knowledge and skills. (see footnote 2)
   or
2. Applications from foreign nationals who have completed a PhD program from a provincially or territorially recognized private or public post-secondary educational institution located in Canada no more than 12 months prior to the date their application is received by the Centralized Intake Office in Sydney, Nova Scotia. Applicants must not have received a Government of Canada award that required them to return to their home country to apply their knowledge and skills; or if they were a recipient of such an award, they must have satisfied the terms of the award. (see footnote 3)

No Humanitarian and Compassionate requests to overcome requirements of Ministerial Instructions

Requests made on the basis of Humanitarian and Compassionate grounds made from outside Canada that accompany any permanent resident application affected by Ministerial Instructions but not identified for processing under the Instructions will not be processed.

MI5 – Notice in the Canada Gazette (Pause on Intake – SW1):

Updated Ministerial Instructions

Notice is hereby given, under subsection 87.3(6) of the *Immigration and Refugee Protection Act*, that Citizenship and Immigration Canada (CIC) has established the following Ministerial Instructions that, in the opinion of the Minister, will best support the attainment of the immigration goals established by the Government of Canada.

Overview

Authority for Ministerial Instructions is derived from section 87.3 of the *Immigration and Refugee Protection Act* (IRPA). Instructions are directed to officers and their delegates who are charged with handling and/or reviewing applications for permanent or temporary visas to enter Canada.

The Instructions are consistent with IRPA objectives as laid out in section 3 and are compliant with the *Canadian Charter of Rights and Freedoms*.

The Instructions do not apply to refugees or protected persons or persons making a request on Humanitarian or Compassionate grounds from within Canada.

The Instructions respect all previously established accords and agreements including the *Quebec-Canada Accord* and all existing agreements with provinces and territories.

These Ministerial Instructions identify eligibility criteria for applications and requests for certain immigration categories. Applications meeting these criteria are eligible for processing under these instructions. In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to all other applicable legislative requirements of the class to which the applicant is applying.

These Instructions will come into force on July 1, 2012, and apply to applications received by designated CIC offices on or after July 1, 2012.

All applications received by designated CIC offices prior to July 1, 2012, shall continue to be considered for processing according to the Ministerial Instructions in place at the time of their receipt.

Any categories for which Instructions are not specifically issued shall continue to be processed in the usual manner, as per processing priorities established by the Department.

Economic Class applications

Federal Skilled Worker Class

Temporary pause

No new Federal Skilled Worker applications will be accepted on or after July 1, 2012, excluding those applications for the PhD eligibility stream and those with a qualifying offer of arranged employment.

This temporary pause is being applied to manage inventory pressures and to align future intake with the implementation of proposed regulatory changes to the Federal Skilled Worker Class.

Complete applications for the PhD eligibility stream, the criteria for which were established by Ministerial Instructions that came into force on November 5, 2011, will continue to be put into processing until the annual cap of 1 000 is reached. The current cap year for the PhD stream ends on October 31, 2012, unless otherwise indicated in a future Ministerial Instruction. Subsequent years will be calculated from November 1 to October 31, unless otherwise indicated in a future set of Ministerial Instructions.

Complete applications with a qualifying offer of arranged employment will continue to be put into processing without regard to a cap, as established in the Ministerial Instructions that came into effect on July 1, 2011.

In all cases, applicants meeting eligibility criteria set out in Ministerial Instructions are still subject to the requirements of the Federal Skilled Worker Class and all other applicable requirements under the IRPA.

Federal Immigrant Investor Class

Temporary pause

No new applications in this class will be accepted on or after July 1, 2012. This pause is being implemented until further notice to manage inventory pressures.

Federal Entrepreneur Class

As per Instructions that came into force on July 1, 2011, a temporary pause remains in place for all new applications in this class.

No Humanitarian and Compassionate requests to overcome requirements of Ministerial Instructions

Requests made on the basis of Humanitarian and Compassionate grounds from outside Canada that accompany any permanent resident application affected by Ministerial Instructions but not identified for processing under the Instructions will not be processed.

Retention/Disposition

Applicants in the Federal Skilled Worker and Federal Immigrant Investor Classes whose applications are received on or after July 1, 2012, and which do not meet the criteria described above, shall be informed that their application does not qualify for processing and their processing fees shall be returned.

Document #3 – Assessing an Application under the NOC (SW1)

Work Experience in Eligible NOC Codes (SW1)

To be eligible for processing under Category 1, Federal Skilled Worker applications must have work experience under one or a combination of the eligible **National Occupational Classification (NOC)** codes contained in the applicable Ministerial Instructions.

Work experience is defined as one year of continuous full-time (or equivalent) paid work experience in the last 10 years. To determine whether the applicant has the requisite work experience, the main duties listed in the application form are assessed. The work history as stated on the application must be further substantiated by letters of reference from employers. The entire file, including these employment letters, must be reviewed to ensure that the applicant has performed the actions described in the lead statement for the occupation and that they have performed a substantial number of the main duties of the occupation, as set out in the occupational descriptions of the NOC. The educational and personal history background of the applicant may also be a factor in making a positive assessment.

After the initial review of the application, the assessment of the client's occupation, work history and main job duties will decide of the client is eligible for referral to the visa office for final determination.

There are 3 requirements in order to be considered under the SW1 category:

A) The applicant must have experience working in an occupation in an **Eligible NOC** code that appears on the list of occupations in the Ministerial Instructions in place at the time.

B) They must perform a **substantial number of the main duties** as listed in that NOC category.

C) They must have at least **ONE (1) year of continuous, paid employment within the last 10 years** immediately preceding the date of application, in that eligible NOC category.

List of Eligible Occupations - Ministerial Instructions-1 (MI-1), MI- 2, and MI- 3

Skill Type	NOC	MI-1	MI-2	MI-3
0 - MANAGEMENT	**0631** Restaurant and Food Service Managers	X	X	X
	0111 Financial Managers	X		
	0213 Computer and Information Systems Managers	X		
	0311 Managers in Health Care	X		
	0632 Accommodation Service Managers	X		
	0711 Construction Managers	X		
	0811 Primary Production Managers (Except Agriculture)		X	X
1 - BUSINESS, FINANCE AND ADMINISTRATION	**1111** Financial Auditors and Accountants	X		
	1122 Professional Occupations in Business Services to Management		X	X
	1233 Insurance Adjusters and Claims Examiners		X	X
2- NATURAL AND APPLIED SCIENCES	**2113** Geologist, geochemist &Geophysicist	X		
	2121 Biologists and Related Scientists		X	X
	2143 Mining Engineers	X		
	2144 Geological Engineers	X		
	2145 Petroleum Engineer	X		
	2151 Architects		X	X
3- HEALTH	**3111** Specialist Physicians	X	X	X
	3112 General Practitioners and Family Physicians	X	X	X
	3113 Dentists		X	X
	3131 Pharmacists		X	X
	3141 Audiologists and Speech-Language Pathologists	X		
	3142 Physiotherapists	X	X	X
	3143 Occupational Therapists	X		
	3151 Head Nurses and Supervisors	X		
	3152 Registered Nurses	X	X	X
	3215 Medical Radiation Technologists	X	X	X
	3222 Dental Hygienists & Dental Therapists		X	X
	3233 Licensed Practical Nurses	X	X	X
4- SOCIAL SCIENCE, EDUCATION,	**4121** University Professors	X		
	4131 College and Other Vocational Instructors	X		

GOVERNMENT SERVICE AND RELIGION	**4151** Psychologists		X	X
	4152 Social Workers		X	X
6- SALES AND SERVICE	**6241** Chefs	X	X	X
	6242 Cooks	X	X	X
7- TRADES, TRANSPORT AND EQUIPMENT OPERATORS	**7213** Contractors and Supervisors, Pipefitting Trades	X		
	7215 Contractors and Supervisors, Carpentry Trades	X	X	X
	7216 Contractors and Supervisors, Mechanic Trades		X	X
	7217 Contractors and Supervisors, Heavy Construction Equipment Crews	X		
	7241 Electricians (Except Industrial & Power System)	X	X	X
	7242 Industrial Electricians	X	X	X
	7251 Plumbers	X	X	X
	7252 Steamfitters, Pipefitters and Sprinkler System Installers	X		
	7265 Welders & Related Machine Operators	X	X	X
	7312 Heavy-Duty Equipment Mechanics	X	X	X
	7371 Crane Operators	X	X	X
	7372 Drillers & Blasters — Surface Mining, Quarrying & Construction	X	X	X
8- PRIMARY INDUSTRY	**8221** Supervisors, Mining and Quarrying	X		
	8222 Supervisors, Oil and Gas Drilling and Service	X	X	X
9- PROCESSING, MANUFACTURING AND UTILITIES	**9212** Supervisors, Petroleum, Gas and Chemical Processing and Utilities	X		

MODULE 06 - ARRANGED EMPLOYMENT

Document #1 – Introduction to Arranged Employment
Document #2 - AEO's, LMO's and LMO Exemptions
Document #3 – Relevant Sections of IRPR

- Module 6 Exercise – Determining Eligibility

Appendix A: Acceptable LMO Exemptions for Arranged Employment

Document #1 – Introduction to Arranged Employment

Arranged Employment in Canada (SW2)

Arranged Employment is governed by the *Immigration and Refugee Protection Regulations* section 82. Arranged employment is defined as an offer of indeterminate employment in Canada. Applicants who are found eligible to have arranged employment in Canada are awarded 10 points in the selection process.

Selection Factor	Points
Education	Maximum 25 points
Proficiency in English and/or French	Maximum 24 points
Experience	Maximum 21 points
Age	Maximum 10 points
Arranged employment in Canada	Maximum 10 points
Adaptability	Maximum 10 points
Total	Maximum 100 points
Pass mark	67 points

CIO agents must review each file for evidence that the applicant has arranged employment in Canada. The applicant can be residing inside or outside of Canada at time of application.

There are 3 requirements in order to be considered under the SW2 category:

1. Employment must be at an O, A or B skill level
2. Applicant must have a Permanent Job Offer
3. Evidence of 1 of 4 types of Arranged Employment

The 4 Types of Arranged Employment

Type 1

- Work permit based upon a Labour Market Opinion (LMO), issued by HRSDC
- Arranged Employment Offer = Permanent Job offer (letter from employer) (does not require full time; can be part time but must be permanent).
- Employer & Occupation named MUST be the same on the work permit, LMO and Perm. Job offer

Regulatory reference 82(2)a

Type 2

- Work permit based upon an acceptable LMO exemption. Exemptions that are applicable for SW2 are listed on **Appendix A**: *R204(a) R205(a) R205(c)(ii)*
- Arranged Employment Offer = Permanent Job offer (letter from employer) (does not require full time; can be part time but must be permanent).
- Employer & Occupation named is same on both the Work Permit & Permanent Job Offer

Regulatory reference 82(2)b

Type 3

- Arranged Employment Opinion (AEO), issued by HRSDC
- Arranged Employment Offer = Permanent Job offer (letter from employer)
- Employer & Occupation named is same on both the Arranged Employment Opinion & Permanent Job Offer
- Cannot be part time/ cannot be seasonal

Regulatory reference R82(c)

Type 4

- Work Permit
- Arranged Employment Opinion (AEO issued by HRSDC)
- Arranged Employment Offer = Permanent Job offer (letter from employer)
- (Do not have the same employer on the work permit as the Arranged Employment Opinion)
- Employer & Occupation named is same on both the Arranged Employment Opinion & Permanent Job Offer
- Cannot be part time/ cannot be seasonal

Regulatory reference R82(d)

Note: Although type 4 applicants would have a work permit, for the purposes of assessing a file as acceptable under Arranged Employment, the work permit is not a requirement.

Document 2: AEO's, LMO's and LMO Exemptions

AEO's and LMO's are both documents which are issued by HRSDC, in order to bring foreign nationals to Canada for the purpose of employment. It is the employer who applies for and obtains both the AEO and LMO.

Arranged Employment Opinion (AEO)

An **Arranged Employment Opinion** (referred to as an AEO) is issued by HRSDC to support an application for permanent residence. AEO'S are issued for permanent job offers and are only to be issued for O, A or B skill level.

Arranged Employment Opinions must be valid until the applicant lands as a Permanent Resident in Canada. All AEO's **MUST** be verified through Employment Validation on GCMS in order to assess positively under Arranged Employment.

When the employment validation screen in GCMS states under decision for an AEO: "CANCEL - IMMIGRATION", "CANCELLED"; "REFUSED"; "EXPIRED" or does not otherwise appear to be valid, refer the file to Team Leader.

Labour Marker Opinion (LMO)

The **Labour Market Opinion** (referred to as a LMO) is issued by HRSDC to support an application for a foreign worker's work permit and confirms that the employer can fill the job with a foreign worker. LMO's are issued for temporary job offers (fixed period of time) and can be issued for any skill level. Since the LMO is issued to help the foreign worker obtain the work permit, we do not need to be concerned about the current STATUS of an LMO, as long as we are confident the WP is not expired, and was based on the LMO.

There are only a couple of reasons a file assessor may have to review details of an LMO in GCMS. One reason is for cases where there is no clear link between the LMO and WP – ie. in some cases the WP does not show an LMO number or exemption code and the notes are not clear (or there are no notes at all!). In this case you may have to search for an LMO to determine a link between the LMO and WP. The other reason to look at LMO details is to determine the skill level of the job offer and/or the employer name (if it's not on the work permit). LMO's can be issued for any skill level so it's important that we ensure the skill level is 0, A or B before approving the arranged employment.

When assessing an SW2, Type 1 application, you should not be concerned whether the LMO is now expired or was cancelled for any reason. You will only need to make sure the Work Permit is current and valid, and was based on an LMO or acceptable LMO exemption.

- If the paper file has a copy of the LMO, Work Permit & Permanent Job offer there no need to verify the LMO or WP details in GCMS in order to assess positively under Arranged Employment

- If the paper file has a copy of the Work Permit with the *required LMO /LMO Exemption details,* there is no need to check GCMS in order to assess positively under Arranged Employment.

Reminder: In the above 2 instances, it is important that the Work Permit being reviewed is Valid, does not show an expiry date on the paper copy, otherwise a GCMS check would be necessary. Also, ensure that the position being offered is at 0, A or B skill level.

LMO Exemption

An LMO Exemption situation occurs when the employer does not have to obtain a labour market opinion from HRSDC, in order for the applicant to obtain a work permit. Some categories of work do not require LMOs pursuant to international agreements, such as the North American Free Trade Agreement or the General Agreement on Trade in Services, and government policy.

Please note that only certain work permits issued with LMO exemptions (per R204(a), R205(a) or R205(2)(c)(ii)) are eligible for SW2 (Arranged Employment) processing. These eligible exemptions are found **APPENDIX A** at the end of this module.

In some cases, an applicant will not be able to provide documentary evidence that the work permit was issued per R204(*a*), R205(*a*) or R205(2)(*c*)(ii). This can only be verified by checking the remarks section under the EA in GCMS or the exemption codes in the document details.

Document #3 - Relevant Sections of IRPR

Definition — arranged employment

82. (1) In this section, "arranged employment" means an offer of indeterminate employment in Canada.

Arranged employment (10 points)
(2) Ten points shall be awarded to a skilled worker for arranged employment in Canada in an occupation that is listed in Skill Type 0 Management Occupations or Skill Level A or B of the *National Occupational Classification* matrix if they are able to perform and are likely to accept and carry out the employment and
(*a*) the skilled worker is in Canada and holds a work permit and

(i) there has been a determination by an officer under section 203 that the performance of the employment by the skilled worker would be likely to result in a neutral or positive effect on the labour market in Canada,

(ii) the skilled worker is currently working in that employment,

(iii) the work permit is valid at the time an application is made by the skilled worker for a permanent resident visa as well as at the time the permanent resident visa, if any, is issued to the skilled worker, and

(iv) the employer has made an offer to employ the skilled worker on an indeterminate basis once the permanent resident visa is issued to the skilled worker;

(*b*) the skilled worker is in Canada and holds a work permit referred to in paragraph 204(*a*) or 205(*a*) or subparagraph 205(*c*)(ii) and the circumstances referred to in subparagraphs (*a*)(ii) to (iv) apply;

(*c*) the skilled worker does not intend to work in Canada before being issued a permanent resident visa and does not hold a work permit and

(i) the employer has made an offer to employ the skilled worker on an indeterminate basis once the permanent resident visa is issued to the skilled worker, and

(ii) an officer has approved that offer of employment based on an opinion provided to the officer by the Department of Human Resources Development at the request of the employer or an officer that

(A) the offer of employment is genuine,

(B) the employment is not part-time or seasonal employment, and

(C) the wages offered to the skilled worker are consistent with the prevailing wage rate for the occupation and the working conditions meet generally accepted Canadian standards; or

(*d*) the skilled worker holds a work permit and
(i) the circumstances referred to in subparagraphs (*a*)(i) to (iv) and paragraph (*b*) do not apply, and
(ii) the circumstances referred to in subparagraphs (*c*)(i) and (ii) apply.
SOR/2004-167, s. 30.

Effect on the labour market

203. (1) On application under Division 2 for a work permit made by a foreign national other than a foreign national referred to in subparagraphs 200(1)(*c*)(i) and (ii), an officer shall determine, on the basis of an opinion provided by the Department of Human Resources Development, if the job offer is genuine and if the employment of the foreign national is likely to have a neutral or positive effect on the labour market in Canada.

International agreements

204. A work permit may be issued under section 200 to a foreign national who intends to perform work pursuant to
(*a*) an international agreement between Canada and one or more countries, other than an agreement concerning seasonal agricultural workers;

Canadian interests

205. A work permit may be issued under section 200 to a foreign national who intends to perform work that
(*a*) would create or maintain significant social, cultural or economic benefits or opportunities for Canadian citizens or permanent residents;

(*c*) is designated by the Minister as being work that can be performed by a foreign national on the basis of the following criteria, namely,

(ii) limited access to the Canadian labour market is necessary for reasons of public policy relating to the competitiveness of Canada's academic institutions or economy; or

Module 6 Exercise – Determining Eligibility

Insert Document

Appendix A: Acceptable Exemptions for Arranged Employment

HRSDC CONFIRMATION EXEMPTIONS CODES

Note: A code next to the underlined Regulation reference denotes the generic code, applicable to all but the specific situations noted under the Regulation.

Regulatory reference	Regulation	Confirmation Exemption Code (CEC)	X-ref to 1978 Regulations Code
R204(a)	R204 International agreements	T10 & T11	B10
	i) NAFTA/CCFTA Trader	T21	B21
	ii) NAFTA/CCFTA Investor	T22	B22
	iii) NAFTA/CCFTA Professional	T23	B23
	iv) NAFTA/CCFTA Intra-company transferee	T24	B24
	v) GATS Professional	T33	B25
R205(a)	R205 Canadian interests		
	a) Significant benefit	C10	E19
	i) Entrepreneurs	C11	E01, E03, E05
	ii) Intra-company Transferees	C12	E15, B26
	iii) Emergency repairs	C13	A09
R205(c)(ii)	c) Designated by Minister		D10
	ii) **Competitiveness and public policy**		
	A. Spouses of skilled workers	C41	E14
	B. Spouses of students	C42	E07
	C. Post-grad employment	C43	E08
	D. Post-doctoral fellows and award recipients	C44	E45
	E. Foreign Medical Residents and Medical Research Fellows	C45	n/a
	Off-campus employment (Pilot)	C25	n/a

MODULE 07 -
Ph.D. Eligibility

Document #1 – Introduction to Ph.D. Processing Stream

- Module 7 Exercise – Determining Eligibility

Module 7 Introduction to Ph.D. Processing Stream

PhD Studies in Canada (PhD)

The Federal Skilled Worker program includes a stream for international students pursuing PhD studies at Canadian institutions. This stream came into effect under Ministerial Instructions which were published in the *Canada Gazette* on November 5, 2011 (MI04). The PhD stream was introduced to enhance Canada's ability to attract and retain highly qualified students and increase Canada's PhD attainment, supporting immigration goals set by the Government of Canada.

Cap

A maximum of 1,000 new PhD applications will be considered for processing each year.

The first cap year for the PhD stream began on November 5, 2011 and ended on October 31, 2012. Subsequent years will be calculated from November 1 to October 31, unless otherwise indicated in a future Ministerial Instruction.

Eligibility

To be eligible for processing, the applicant must meet **one** of the following 2 sets of criteria:

1) **Currently enrolled**
international students who are currently **enrolled in a PhD** program,
delivered by a provincially or territorially **recognized** private or public post-secondary educational institution **located in Canada,**
and who have **completed at least two years** towards the completion of their PhD
and who are in **good academic standing**
and who are **not recipients** of a Government of Canada award **requiring them to return to their home country** to apply their knowledge and skills.

OR

2) **Completed a PhD**
foreign nationals who have **completed a PhD** program
from a provincially or territorially **recognized** private or public post-secondary educational institution **located in Canada**
no more than 12 months prior to the date their application is received by the Centralized Intake Office in Sydney, Nova Scotia.

And must not have received a Government of Canada award that required them to return to their home country to apply their knowledge and skills;
OR if they **were a recipient** of such an award, they must **have satisfied the terms** of the award.

Specific Documents for PhD stream

1) Letter of Attestation from the University for students currently enrolled OR
   Official transcripts from the University for students who have completed their PhD.

2) Declaration regarding Government of Canada awards

Note: All PhD applications must also include the results of the principal applicant's English or French language proficiency assessment.

Letter of Attestation

The letter should be an official letter on university letterhead and signed by a recognized authority such as a registrar or dean.

The letter must attest that the applicant:

1) Is currently enrolled in a PhD program and
2) Has completed at least 2 years in the program and
3) Is in good academic standing

Official University Transcript

Official University transcripts must be received in sealed envelopes and show that the PhD was awarded within the last 12 months (12 months prior to received date).

Government of Canada Award

The applicant must also declare either:

1) that they were not a recipient of a Government of Canada award requiring them to return to their home country to apply their knowledge and skills
   OR
2) if they were a recipient of such an award, that they have satisfied the terms of the award

by completing the appropriate section of Schedule 3 of their application.

Note: For applicants currently enrolled in a Ph.D. program in Canada, you will need to verify through GCMS that the applicant is currently legally authorized to be in Canada as a student – SA (Study Authorization) and Visa (if applicable) should be current and valid on the client history.

Useful Websites

http://www.aucc.ca/canadian-universities/our-universities/

Module 7 Exercise – Determining Eligibility

Insert Document

MODULE 08 -
MINIMAL REQUIREMENTS

Document #1 – Introduction to Minimal Requirements
Document #2 – Excerpts from IRPR (R73 – R77)

- Module 7 Exercise - Have Minimal Requirements Been Met?

Document #1 – Introduction to Minimal Requirements

Once it is determined that an application is eligible for processing, the next step is to assess whether the applicant meets the minimum requirements to be a Federal Skilled Worker, as set out in Subsection 75(2) of the Regulations.

Designations have been modified to allow Service Delivery Agents (SDA) and Service Delivery Specialists (SDS) to proceed with the assessment of the file against minimal requirements and selection criteria. Both SDA and SDS can forward the application to the visa office for further processing; but only SDS can refuse the application for not meeting minimal requirements or the required points.

It is important to remember that CIO agents and officers do not have the local knowledge, and have not received training to conduct verifications of documents; you are expected to accept documents at **face value**.

R75(2) or the Immigration and Refugee Protection Regulations establishes minimal requirements for skilled workers.

The minimal requirements assessment is an assessment of work experience in the past 10 years. Note that the minimal requirements for skilled workers have been "built in" to the SW1 category for eligibility. In other words, if an applicant has been found eligible for processing under SW1 (NOC assessment), they will automatically meet the minimum requirements. The minimum requirements assessment need only be done for those applicants who qualify in either the Arranged Employment or Ph.D. stream. This is because these applicants are eligible due to an offer of future employment in Canada, or their experience as a PhD. Student. We now need to see that these applicants meet the basic definition of skilled worker under IRPR.

PhD applications very often require a close examination as they do not have the one year full-time work experience in one job, but usually part-time work in a university over a number of years.

Document #2: Excerpt from IRPR – R73–R77

Immigration and Refugee Protection Regulations

Division 1
Skilled Workers

Interpretation
Definitions
73. The following definitions apply in this Division, other than section 87.1.
"educational credential"
« diplôme »

"educational credential" means any diploma, degree or trade or apprenticeship credential issued on the completion of a program of study or training at an educational or training institution recognized by the authorities responsible for registering, accrediting, supervising and regulating such institutions in the country of issue.
"former Regulations"
« ancien règlement »

"former Regulations" has the same meaning as in subsection 316(1).
"restricted occupation"
« profession d'accès limité »

"restricted occupation" means an occupation designated as a restricted occupation by the Minister, taking into account labour market activity on both an area and a national basis, following consultation with the Department of Human Resources Development, provincial governments and any other relevant organizations or institutions.
SOR/2003-383, s. 2; SOR/2008-254, s. 2.
74. [Repealed, SOR/2008-253, s. 6]

Federal Skilled Workers

Federal Skilled Worker Class

Class
75. (1) For the purposes of subsection 12(2) of the Act, the federal skilled worker class is hereby prescribed as a class of persons who are skilled workers and who may become permanent residents on the basis of their ability to become economically established in Canada and who intend to reside in a province other than the Province of Quebec.
Skilled workers
(2) A foreign national is a skilled worker if
(*a*) within the 10 years preceding the date of their application for a permanent resident visa, they have at least one year of continuous full-time employment experience, as described in subsection 80(7), or the equivalent in continuous part-time employment in one or more occupations, other

than a restricted occupation, that are listed in Skill Type 0 Management Occupations or Skill Level A or B of the *National Occupational Classification* matrix;
(*b*) during that period of employment they performed the actions described in the lead statement for the occupation as set out in the occupational descriptions of the *National Occupational Classification*; and
(*c*) during that period of employment they performed a substantial number of the main duties of the occupation as set out in the occupational descriptions of the *National Occupational Classification*, including all of the essential duties.

Minimal requirements

(3) If the foreign national fails to meet the requirements of subsection (2), the application for a permanent resident visa shall be refused and no further assessment is required.
SOR/2004-167, ss. 27, 80(F).

Selection criteria

76. (1) For the purpose of determining whether a skilled worker, as a member of the federal skilled worker class, will be able to become economically established in Canada, they must be assessed on the basis of the following criteria:
(*a*) the skilled worker must be awarded not less than the minimum number of required points referred to in subsection (2) on the basis of the following factors, namely,

(i) education, in accordance with section 78,

(ii) proficiency in the official languages of Canada, in accordance with section 79,

(iii) experience, in accordance with section 80,

(iv) age, in accordance with section 81,

(v) arranged employment, in accordance with section 82, and

(vi) adaptability, in accordance with section 83; and

(*b*) the skilled worker must

(i) have in the form of transferable and available funds, unencumbered by debts or other obligations, an amount equal to half the minimum necessary income applicable in respect of the group of persons consisting of the skilled worker and their family members, or

(ii) be awarded the number of points referred to in subsection 82(2) for arranged employment in Canada within the meaning of subsection 82(1).

Number of points

(2) The Minister shall fix and make available to the public the minimum number of points required of a skilled worker, on the basis of
(*a*) the number of applications by skilled workers as members of the federal skilled worker class currently being processed;
(*b*) the number of skilled workers projected to become permanent residents according to the report to Parliament referred to in section 94 of the Act; and

(*c*) the potential, taking into account economic and other relevant factors, for the establishment of skilled workers in Canada.

Circumstances for officer's substituted evaluation

(3) Whether or not the skilled worker has been awarded the minimum number of required points referred to in subsection (2), an officer may substitute for the criteria set out in paragraph (1)(*a*) their evaluation of the likelihood of the ability of the skilled worker to become economically established in Canada if the number of points awarded is not a sufficient indicator of whether the skilled worker may become economically established in Canada.

Concurrence

(4) An evaluation made under subsection (3) requires the concurrence of a second officer. SOR/2004-167, s. 28.

Conformity — applicable times

77. For the purposes of Part 5, the requirements and criteria set out in sections 75 and 76 must be met at the time an application for a permanent resident visa is made as well as at the time the visa is issued.

Module 7 Exercise – Have Minimal Requirements Been Met?

Insert Document

MODULE 09 - SELECTION CRITERIA

Document #1 – Introduction to Selection Criteria
Document #2 - Assessment Cheat Sheet
Document #3: Excerpts from IRPR (R78–R85)

- Module 9 Exercise – Complete the Selection Grid

Reference – OP6, Section 12

Document #1 – Introduction to Selection Criteria

R76 specifies how to determine whether a skilled worker will be able to become economically established in Canada. The assessment of an applicant against selection criteria is done **only if it was determined that he met the minimal requirements**.

- Applicants must be assessed according to the points system and must obtain enough points to pass – 76(1)(a)
- They must have sufficient funds to support self and dependants for 6 months in Canada – 76(1)

SELECTION CRITERIA

Six selection factors are set forth in R76(1)(*a*). CIO Assessors will assess the applicant's points in each of the following areas, based on the information and documents provided in the application:

- work experience
- education
- age
- language proficiency (knowledge of official languages)
- arranged employment
- adaptability

The CIO agents and officers are only required to assess points against R76(1)(a). R76(2) empowers the Minister to set the "minimum number of points required of a skilled worker" – or, as it is more commonly known, the "pass mark". The pass mark is currently set at 67 points.

Note: Assessing whether the applicant has sufficient funds against R76(1)(b) will be done by the visa office.

If ...	Then the CIO agent will ...
The applicant's total score is equal to or greater than the pass mark	• forward the entire application to the visa office identified by the applicant on the IMM 0008 for a final selection decision and continued processing.
The applicant's total score is less than the pass mark	• Refer the application to an SDS officer for a second review. **The CIO officer will:** • refuse the application (negative selection decision); • record outcome and reasons; and • send a letter to inform the applicant

Again, since CIO agents and officers do not have the local knowledge, and have not received training to conduct verifications of documents; you are expected to accept documents at **face value**.

Conformity

Pursuant to R77, the requirements and criteria set out in R75 and R76 must be met at the time the application is made, as well as at the time the visa is issued.

Pointers for Assessing Selection Factors:

Work Experience-

Education

Age

Language

Arranged Employment-

Adaptability

Document #2 - Assessment Cheat Sheet

Federal Skilled Worker Assessment Cheat Sheet for Centralized Intake Office

Eligibility for processing (Ministerial Instructions 03)

SW1 – Experience in one of the 29 eligible NOC (see Appendix A)

- at least **one year** of **continuous full-time (or equivalent in continuous part time) paid** work experience in the selected NOC in the **past 10 years**;
- performed the actions described in the **lead statement** for the occupation; and
- performed a substantial number of the **main duties** of the occupation as set out in the occupational descriptions of the NOC.

OR

SW2 - Arranged Employment Offer (as set out in Subsection 82(2) of the IRPR)

Three mandatory requirements for applicant:

1) Employment in NOC Skill Type 0 or Skill Level A or B;
2) Permanent Job Offer; and
3) Proof of one of the four types of AEO:

Type 1 - *82(2)a)*
Applicant is in Canada on a valid work permit based upon a LMO (including sectoral confirmations)
Job offered by current employer for same occupation

Type 2 - *82(2)b)*
Applicant is in Canada on a valid work permit based upon a LMO exemption under R204a), R205a) or R205c)ii)
Job offered by current employer for same occupation

Type 3 - *82(2)c)*
Applicant is outside Canada and is being offered a job for which an AE Opinion was issued by HRSDC
Job offered is **not** part time or seasonal

Type 4 - *82(2)d)*
Applicant is in Canada on a work permit based upon a LMO exemption ***other than*** R204a), R205a) or R205c)ii)
Applicant is being offered a job by an employer other than the current one
AE Opinion was issued by HRSDC
Job offered is **not** part time or seasonal

Minimum Requirements (R75(2))

- at least **one year** of **continuous full-time (or equivalent in continuous part time) paid** work experience in **NOC type 0 or level A or B** in the **past 10 years**;
- performed the actions described in the **lead statement** for the occupation; and
- performed a substantial number of the **main duties** of the occupation as set out in the occupational descriptions of the NOC.

Points Assessment (R76(1)a))

AGE (R81)					MAX 10
21 – 49 y.o. at time of application					10
Less 2 points for each year over 49 y.o. or under 21 y.o.					-2
EDUCATION (R78)					**MAX 25**
University Degrees					
Ph.D. or **Masters** AND at least **17** years of study					25
Two or more university **degrees** at the Bachelor's level AND at least **15** years of study					22
A **two year** university degree AND at least **14** years of study					20
A **one year** university degree AND at least **13** years of study					15
Trade or Non-University Certificate or Diploma					
A **three year** diploma, trade certificate or apprenticeship AND at least **15** years of study					22
A **two year** diploma, trade certificate or apprenticeship AND at least **14** years of study					20
A **one year** diploma, trade certificate or apprenticeship AND at least **13** years of study					15
A **one year** diploma, trade certificate or apprenticeship AND at least **12** years of study					12
High School Diploma					
Secondary School education credential					5
EXPERIENCE (R80)					**MAX 21**
Paid full-time (or equivalent part-time) work experience in NOC type 0 or level A or B in past 10 yrs	**1 yr** 15pts	**2 yrs** 17pts	**3 yrs** 19pts	**4 yrs** 21pts	15 – 21
ARRANGED EMPLOYMENT *(only for Type 0, or Level A or B)* **(R82)**					**MAX 10**
Employment in NOC Skill Type 0 or Skill Level A or B; Permanent Job Offer; and Proof of one of the four types of AEO (see above)					10
ADAPTABILITY ELEMENTS (R83)					**MAX 10**
Accompanying spouse/c-l partner's education	**12-15** 3pts	**20-22** 4pts	**25** 5pts		3 – 5
Minimum 1 year full-time work in Canada on a permit (PA or accompanying spouse/c-l partner)					5
Minimum 2 years full-time post-secondary study in Canada on a study permit after 17 y.o. (PA or accompanying spouse/c-l partner)					5
Arranged employment (on top of the 10 pts already given)					5
Relative in Canada who is a Canadian citizen or permanent resident and who resides in Canada: (grand-)parent, (grand-)child, sibling, aunt/uncle, nephew/niece, spouse/c-l partner					5

LANGUAGE ABILITIES (R79)			MAX 24
Proficiency			
	HIGH 1st lang.: 4 pts 2nd lang.: 2 pts	**MODERATE** 1st & 2nd: 2 pts	**BASIC** 1st & 2nd: 1 pt (max of 2 pts)
IELTS (applications received or test reports dated on or after November 28, 2008)			
Speaking (exp. orale)	6.5 - 9.0	5.5 - 6.0	4.0 - 5.0
Reading (comp. écrite)	6.5 - 9.0	5.0 – 6.0	3.5 – 4.5
Writing (exp. écrite)	6.5 - 9.0	5.5 – 6.0	4.0 - 5.0
Listening (comp. orale)	7.5 - 9.0	5.5 – 7.0	4.5 - 5.0
CELPIP (as of 10 october 2008)			
Speaking (exp. orale)	4H - 5 - 6	3H - 4L	2H - 3L
Reading (comp. écrite)	4H - 5 - 6	3H - 4L	2H - 3L
Writing (exp. écrite)	4H - 5 - 6	3H - 4L	2H - 3L
Listening (comp. orale)	4H - 5 - 6	3H - 4L	2H - 3L
TEF			
Speaking (exp. orale)	Niveau 5-6 349-450	Niveau 4 271-348	Niveau 3 181-270
Reading (comp. écrite)	Niveau 5-6 233-300	Niveau 4 181-232	Niveau 3 121-180
Writing (exp. écrite)	Niveau 5-6 349-450	Niveau 4 271-348	Niveau 3 181-270
Listening (comp. orale)	Niveau 5-6 280-360	Niveau 4 217-279	Niveau 3 145-216

TOTAL (Pass Mark = 67 pts)	MAX 100

Document #3: Excerpt from IRPR – R78–R85

Selection Grid

Education (25 points): R78(1) – (4)

78. (1) The definitions in this subsection apply in this section.

"full-time"
« temps plein »

"full-time" means, in relation to a program of study leading to an educational credential, at least 15 hours of instruction per week during the academic year, including any period of training in the workplace that forms part of the course of instruction.

"full-time equivalent"
« équivalent temps plein »

"full-time equivalent" means, in respect of part-time or accelerated studies, the period that would have been required to complete those studies on a full-time basis.

Proficiency in English and French (24 points): R79(1) – (4)

79. (1) A skilled worker must specify in their application for a permanent resident visa which language — English or French — is to be considered their first official language in Canada and which is to be considered their second official language in Canada and must have their proficiency in those languages assessed by an organization or institution designated under subsection (3).

Work Experience (21 points): R80(1) – (7)

80. (1) Up to a maximum of 21 points shall be awarded to a skilled worker for full-time work experience, or the full-time equivalent for part-time work experience, within the 10 years preceding the date of their application

Age (10 points): R81

81. Points shall be awarded up to a maximum of 10 for a skilled worker's age, as of the date of their application, as follows:

(*a*) 10 points for 21 years of age or older but less than 50 years of age;

(*b*) 8 points, for 20 or 50 years of age;

(*c*) 6 points, for 19 or 51 years of age;

(*d*) 4 points, for 18 or 52 years of age;

Arranged employment (10 points): R82(1) – (2)

82. (1) In this section, "arranged employment" means an offer of indeterminate employment in Canada.

Adaptability (10 points): R83(1) – (5)

83. (1) A maximum of 10 points for adaptability shall be awarded to a skilled worker on the basis of any combination of the following elements:

(*a*) for the educational credentials of the skilled worker's accompanying spouse or accompanying common-law partner, 3, 4 or 5 points determined in accordance with subsection (2);

(*b*) for any previous period of study in Canada by the skilled worker or the skilled worker's spouse or common-law partner, 5 points;

(*c*) for any previous period of work in Canada by the skilled worker or the skilled worker's spouse or common-law partner, 5 points;

(*d*) for being related to a person living in Canada who is described in subsection (5), 5 points; and

(*e*) for being awarded points for arranged employment in Canada under subsection 82(2), 5 points.

Permanent resident status

85. A foreign national who is an accompanying family member of a person who makes an application as a member of the federal skilled worker class shall become a permanent resident if, following an examination, it is established that

(*a*) the person who made the application has become a permanent resident; and

(*b*) the foreign national is not inadmissible.

Module 9 Exercise – Complete the Selection Grid

Insert Document

MODULE 10 - REQUESTED ASSESSMENTS

Document #1 – Introduction to H&C Considerations
Document #2 - Common H&C Considerations
Document #3 – Introduction to Substituted Evaluation

- Module 10 Exercise – **Case Studies: H&C and Substituted Evaluation**

Document #1: Introduction to Humanitarian and Compassionate Considerations

Humanitarian and Compassionate Considerations

What are H&C considerations?

Humanitarian and compassionate considerations are normally present if undue, disproportionate and undeserved hardship would be suffered by the applicant if he/she were not allowed to come to Canada.

How to recognize a request for H&C considerations.

According to the Regulations (Section 66), a request for H&C considerations MUST be made in writing. Therefore, there should be some kind of letter on file where it is clearly stated that the applicant is requesting H&C consideration.

H& C Requests and the Ministerial Instructions

Requests for humanitarian and compassionate consideration accompanying Federal Skilled Worker applications submitted after November 28, 2008, will **not** be considered where the application is found not to be eligible for processing under the applicable MI's.

Applications which are **not eligible** for processing under the MI should be refused even if there is a request for H&C consideration.

H&C requests **may be** considered for cases that are eligible for processing but who do not meet the minimum requirements or the selection criteria. As you do not have the designated authority to conduct a H&C assessment, all applications accompanied by requests for H&C considerations should be forwarded to the SDS officer group. You do not need to assess such requests; you should only be able to recognize them.

Applications that are **eligible for processing** and that are accompanied by a request for H&C consideration should be sent for further assessment to visa offices. You should proceed with the assessment of minimal requirements and points (if applicant meets minimal requirements), and clearly indicate in your notes that there is a request for H&C considerations on file.

Remember:

- The use of H&C is exceptional.
- A request for H&C considerations MUST be made in writing.

Document #2 - Common H&C Considerations

Below are examples* of cases where a request may be made for H&C considerations:

- Last remaining family member; the applicant has no relatives remaining in their country of residence and wants to join family members in Canada;
- The applicant wants to include in their application a child who does not meet the definition of a dependent child;
- The applicant wants to include in their application "de facto" family members (for instance a dependent elderly relative who has resided with the family for a long time, children in a guardianship relationship where legal adoption was not possible, etc.)
- The applicant does not meet selection criteria in any immigration category and wishes to immigrate to care for a disabled or elderly relative in Canada;
- The applicant is a former Canadian citizen who lost their citizenship when they were minor children due to their parents' decision;
- The applicant knows that they or their family members could be inadmissible to Canada (ex: on health grounds) and are asking for an exception;
- The best interest of a child – whether in Canada or outside of Canada – which would be affected by the applicant's presence in Canada.

* This list is not exhaustive.

Document #3: Introduction to Substituted Evaluation

Substituted Evaluation

Regardless of the number of points obtained, the visa officer can substitute his evaluation to the grid if the points do not reflect the capacity of the applicant to successfully establish in Canada. **[Regulatory Reference: R76(3)]**

What does "successfully establish" mean?

> It has been established through case law that "successfully establish" means joining the labor market within a reasonable time, i.e. approximately 6 months for skilled workers (since we ask them to have funds to support themselves for 6 months).
>
> Substituted Evaluation can be either positive - that is, the visa officer concludes that the applicant should be selected even if he or she does not get the required number of points; OR negative (that is, even if the applicant gets the points, they can be failed on selection of the visa officer concludes that the applicant would not be able to successfully establish themselves in Canada).

Substituted Evaluation can only be used to replace the point assessment as per R76(1)(a). It cannot be used to override:

- Failure to meet the minimum requirements of the definition stipulated in R75(2);
- Insufficient funds;
- Failure to meet the Ministerial Instructions.

Applicants who request substituted evaluation will, of course, be requesting "positive" substituted evaluation. The request will be provided in writing and the applicant will explain the reasons why substituted evaluation should be granted.

As opposed to H&C considerations, Substituted evaluation is based on **economic grounds** only. As such, the applicant's arguments for positive substituted evaluation should be related to their work experience, their education, their proficiency in languages other than French and English, the economic support they have in Canada, an informal job offer, or other economic factors. Quite often they will mention positive elements for which they were not awarded points under the selection grid (ie. Work experience which was unpaid). What they are trying to do, is establish that the points do not reflect their ability to establish successfully in Canada.

Document #4 – Quick Reference Chart

If there is a requested assessment on file (either H&C or S.E.), and…	Then the CIO agent will …
The MI eligibility, minimum requirements, and minimum points are met	• forward the entire application to the visa office identified by the applicant on the IMM 0008 for a final selection decision and continued processing (no need to note the request).
The MI eligibility requirements are not met	• refuse the application (negative eligibility determination); • record outcome and reasons; • send the file to finance with request to refund; and • send a letter to inform the applicant
MI eligibility met, minimum requirements are not met	• Add a note to the paper file to flag the requested assessment • Refer the application to a CIO officer (SDS) for review. **The CIO officer will...** assesses the merits of the case and: • **H&C request** - review the file and forward to visa office with appropriate remarks • **S.E. request** - refuse the application (negative selection decision). *S.E.cannot be used to override a failure to meet the minimum requirements • record outcome and reasons; and • send a letter to inform the applicant
The MI eligibility, minimum requirements met; points not met (ie. the applicant's total score is less than the 67 points pass mark)	• Add a note to the paper file to flag the requested assessment • Refer the application to an SDS officer for review. **The SDS officer will...** assesses the merits of the case and: • **H&C request** - review the file and forward to visa office with appropriate remarks • **S.E. request** - refuse to substitute for the points when he/she is satisfied that points accurately reflect the ability of the applicant to successfully establish in Canada; OR note the request for S.E. and forward the application to the visa office further processing. • record outcome and reasons; and • send a letter to inform the applicant

Module 10 Exercise – Case Studies: H&C and Substituted Evaluation

Insert Document

MODULE 11 -
NOTES TO FILE: RULES AND PROCEDURAL FAIRNESS

Document #1 - Reasons for Reasons
Document #2 - Procedural Fairness
Document #3 - Decision Writing Rules

Document #1 - Reasons for Reasons

(Excerpted from the speaking notes of The Honourable John M. Evans, Judge of the Federal Court of Appeal, October 7, 2002 at the Second Annual Conference on Advanced Administrative Law and Practice)

We exercise powers that have an important effect on the lives of our fellow citizens.

By explaining why we have decided as we have, we acknowledge the intrinsic worth of the individual in a democratic society and their claim to be treated in a way that recognises their essential dignity. It lets them know that we heard and understood what they told us, and why we nonetheless decided against them. Citizens of a democracy rightly will not accept orders without knowing the reasons for them.

By giving reasons we also expose ourselves to the judgement of others: whether in the media, the legal profession, the interests regulated by the tribunal, our colleagues, and those set in authority over us. Reasons are the primary mechanism by which we make ourselves publicly accountable for our decisions.

Reasons provide our justification for the exercise of power. They are meant to be persuasive: to assure the parties and the public that our decisions are supported by evidence, that they faithfully carry out the expressed wishes of the most democratic branch of government, the legislatures, and are not whimsical or based on ideology or political preference, much less on personal antipathies or friendships.

Giving reasons also serves more instrumental functions: published reasons ... enable losing parties to exercise in a meaningful way their right to appeal or to apply for judicial review, and tribunal reasons are essential to a reviewing court's ability to discharge its functions.

To dwell on this last function for a moment. How can a court ensure that a tribunal's decision is based on findings of fact that are rationally supported by the evidence if it does not know what findings of fact the tribunal made, or how it dealt with the evidence? How can a reviewing court ensure that a tribunal has not exercised a statutory discretion unreasonably if it does not know what factors the tribunal considered, or how it weighed them?

Lastly, we write reasons for ourselves...to help us to identify and think through the issues, to organise the material presented to us, and to reach a decision that is properly responsive to the law and the evidence.

Document #2 - Procedural Fairness

When an officer makes a decision they must be sure that they have the legal authority to make the decision and they must proceed fairly. The set of legal rules that lay down the procedural requirements that decision-makers must follow are sometimes called the rules of natural justice or the principles of procedural fairness. For the purposes of this training we shall call them the principles of procedural fairness. Decision follows the administrative law, principles of natural justice and procedural fairness.

The principles of procedural fairness exist as a safeguard for individuals in their interaction with the state. These principles stipulate that whenever a person's "rights, privileges or interest" are at stake, there is a duty to act in a procedurally fair manner.

Parliament has the authority to give immigration officers decision-making powers and has done so in many instances under the Immigration and Refugee Protection Act. On judicial review, the Court is not supposed to take over the decision-making function; its role is to ensure that the decision was made in accordance with the law and that the decision-maker proceeded fairly.

For this reason, judicial review is said to be concerned with the manner in which the decision is made rather than whether the right decision was made. The principles of procedural fairness concern the manner in which a decision is made. Essentially, procedural fairness does not concern the correctness of the decision. Rather, principles of procedural fairness focus upon ensuring that the decision-maker followed the proper procedure in arriving at his/her decision. These principles are based on the theory that when Parliament delegates a decision-making power, it intends the decision-maker to proceed fairly. Another rationale for requiring procedural fairness is that a decision-maker is more likely to base their decision on all the relevant facts and considerations if the decision-maker has proceeded fairly, the substance of a decision is more likely to be fair if the procedure through which the decision has been made has been just.

Components of Procedural Fairness

The duty to act fairly is comprised of various rights and obligations which must be observed.

The two fundamental components of procedural fairness are:

1. the right to be heard, and
2. the right to a hearing free of bias (Impartiality).

1. The right to be heard:

Whenever an individual is to be affected by a decision, he/she should be given a fair opportunity to present his/her case.

Not all cases will require a full hearing with right to counsel and the right to call witnesses. In some situations, the duty to act fairly may simply require that the individual be allowed to state their case to the decision-maker.

Example: right to make an application and explain their situation in writing. When credibility is on the line, they have a right to explain themselves in an interview.

This right to be heard carries with it certain implications. In order for an individual to exercise this right in an effective and meaningful way, there are certain events that must follow:

- **Notice**

  Adequate notice in any proscribed fashion that the decision is to be made must be given to the affected individual(s), allowing the individual sufficient time to prepare and to respond.
  Officers should give applicants adequate notice regarding the process or the interview that will result or lead to a decision. Officers should accurately describe to applicants the documentation they are required to submit in order to address their concern.

- **Disclosure**

  A right to be heard is not very meaningful if the party that will be affected by the decision is unaware of significant facts that are likely to affect the outcome of the application. In order to ensure that the party has a meaningful opportunity to participate, the courts require that the affected party must be made aware of the "case to be met"; i.e., information held by the decision-maker must be made available to those concerned prior to the decision being made. The basic test is that those affected cannot be taken by surprise. Even confidential information must be disclosed in certain circumstances.

  For example, if you make inquiries about the applicant's employment in his country, by calling the employer, you will have to disclose the information you obtained from the employer to the applicant before you make your decision.

2. The right to a hearing free of bias (Impartiality):

Is the right of the affected person to have a fair and impartial decision-maker and/or hearing.

To disqualify a decision-maker, it is not necessary to show actual bias or acts which are not impartial. The mere perception or possibility of bias may suffice. This is because the courts recognize that a reasonably grounded perception of bias will undermine the functioning of our legal system as completely as the existence of actual bias. This rule is often referred to as "the rule against bias".

A perception of bias may arise in various situations. Almost inevitably, if anyone involved in the decision-making process has a monetary interest in the matter in issue, that person will not be entitled to take part in the process.

The rule against bias will be invoked in instances where there is a real apprehension that the concerned decision-maker may not be able to make an impartial decision. Some examples of situations that may suggest bias are:

- judging a matter before it is heard;
- prejudicial attitudes;
- previous involvement in the cases;
- some dealing between the decision-maker and one of the interested parties;
- a clear expression of hostility towards one of the parties involved.

Generally speaking, each case must be decided on its own set of facts. What constitutes bias in one case may not necessarily be so in another.

It is exceedingly important for a decision-maker not to get involved in the decision at two different levels.

For example, there would be a serious apprehension of bias if one person was both the decision-maker and prosecutor. As well, an individual cannot sit on appeal of one's own decision.

Other ancillary elements of Natural Justice and Procedural Fairness:

While "the right to be heard" and "the right to an impartial decision maker and hearing" are considered the cornerstone principles of procedural fairness, the following are nine (9) of the most common rules associated with those principles.

- **Opportunity to respond**

  When the decision-maker uses extrinsic evidence not brought by the applicant, the finder of fact must allow the applicant an opportunity to know and respond to the evidence presented.

  While a decision-maker is not always required to draw perceived contradictions to the applicant's attention, there may be instances where a failure to do so may result in a breach of procedural fairness. For example, if a contradiction is so critical as to be decisive of the applicant's case it is good practice to put the contradiction to the applicant and allow him/her an opportunity to respond.

- **Duty to Consider All the Evidence**

  The decision-maker is required to consider all relevant evidence and info.

- **Right to an Interpreter**

  In some cases fairness will dictate that the applicant be granted a right to an interpreter.

- **Institutional Independence**

  The decision-maker must be independent. Institutional independence requires that the person or body entrusted with making the decision has sufficient decision making independence such that there is a perception of independence and impartiality. Officers may, of course, take advice before making a decision. It should be plain to applicants, though, that officers have used their authority to decide freely. The record of decision should also indicate that, after weighing guidance among all relevant factors, officers came to their own conclusion. If officers tell applicants that a decision on their case is a result of advice from superior, headquarters or procedures manuals, they restrain their discretion.

- **He Who Hears Must Decide**

  There is a general requirement that the person who hears (not necessarily in an interview) the case is the only body that should make the final determination. If an officer is the only person who looks at information or deals with applicants, it is clear that they "heard" (not necessarily in an interview) and decided. When an officer is not the only person dealing with applicants, who hears and decides may be less clear to them. They may present information to someone not authorized to make the decision. This person is an intermediary who must pass all relevant information from applicants to the officer. The intermediary cannot assess the information for an officer and arrive at a decision. The record of decision must show that the officer made it after assessing all pertinent information from the applicant. The requirement, however, does not prevent an officer from conferring with a colleague, before making a final decision, in particularly difficult cases.

  However, in certain circumstances, it may be possible for someone else to make the final determination (e.g. in the case of negative recommendation, a Service Delivery Specialist makes the final decision by reviewing a Service Delivery Agent's notes and the file itself.)

- **Delay**

  The premise is that unreasonable delay may cause prejudice to the applicant and therefore may breach the principles of fairness.
  Officers must show diligence in processing applications. Officers must not appear to frustrate processing through unacceptable delays. A delay that cannot be justified is a denial of procedural fairness.

- **The Right to Reasons**

  The right to reasons exists particularly when the applicant has a right to make an appeal or to seek judicial review and needs to know the reasons to properly prepare for the case. The reasons must be sufficiently clear, precise and intelligible to enable the individual to know the basis of the tribunal's decision.

  The applicants will receive a letter with the reasons for the decision. Applicants can see GCMS notes if they make an application for access to information.

Other important principles:

Authority:

- Decision-makers have to consider what the legislation or regulations tell them to decide.

Reasonableness:

- A decision may be unreasonable where the decision-maker failed to consider relevant factors, considered irrelevant factors, or made a decision that was inconsistent with policy guidelines and/or Canada's international obligations

Document #3 - Decision Writing Rules

1. ALL THE FACTS MA'AM

2. CONNECT THE DOTS

3. ABSOLUTELY NO ABSOLUTES

4. BIAS-FREE ZONE

5. CAN'T GET NO SATISFACTION

6. PUT YOUR HAMMER AWAY

7. SAVE THE POETRY FOR LATER

8. TELL IT LIKE IT IS... IN IRPA

MODULE 12 -
Recording Decisions & Sending Correspondence

Document #1 – Notes and Letters Templates

Reference – GCMS T-Drive: Office Specific Templates for CPC-Sydney CIO

Document #1 – Notes and Letters Templates

Insert Document

MODULE 13 - CASE STUDY

Document #1 - Case Study: Instructions
Document #2 – Letter Templates

Document #1 - Case Study: Instructions

Instructions:

You now have all the tools you need in order to assess an application, and make a recommendation.

You have received your first file. It is time to begin.

PART 1:

You have 30 minutes to:

- Look at all the documentation in the files and determine if:
  - ✓ the Ministerial Instructions are met;
  - ✓ if the minimum requirements are met;
  - ✓ and, if the selection criteria are met (67 points).

PART 2:

Now that you have made your decision, it is time to complete the template and write your decision.

Use one of the note templates below to document your decision.

Proofreading of your decision is a must!

Document #2 - Templates

SW ASSESSMENT POSITIVE

I have reviewed the documents on the file and the information in the notes.
Applicant is

OCCUPATION:

WORK EXPERIENCE:

POINTS:

AGE:

EDUCATION:

EXPERIENCE:

ARRANGED EMPLOYMENT:

LANGUAGE:
English: Test submitted.
IELTS verified:
French:

ADAPTABILITY:

Spouse's Education:

Arranged employment:

Family/Relative in Canada:

Study or Work in Canada:

TOTAL POINTS:

Applicant appears to have 67 points or more on selection grid

To visa office for further assessment/ decision

Letter emailed to address(es) on file

SW ASSESSMENT NEGATIVE

I have reviewed the documents on the file and the information in the notes.
Applicant is

OCCUPATION:

WORK EXPERIENCE:

POINTS:

AGE:

EDUCATION:

EXPERIENCE:

ARRANGED EMPLOYMENT:

LANGUAGE:
English: Test submitted.
IELTS verified:
French:

ADAPTABILITY:

Spouse's Education:

Arranged employment:

Family/Relative in Canada:

Study or Work in Canada:

TOTAL POINTS:

Applicant makes a total of ____ points when assessed under IRPA and therefore Applicant does not appear to meet meet the minimum point requirement (67) to qualify as a skilled worker. Application referred to SDS for further review.

Document #1 - Reasons for Reasons

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We exercise powers that have an important effect on the lives of our fellow citizens.

By explaining why we have decided as we have, we acknowledge the intrinsic worth of the individual in a democratic society and their claim to be treated in a way that recognises their essential dignity. It lets them know that we heard and understood what they told us, and why we nonetheless decided against them. Citizens of a democracy rightly will not accept orders without knowing the reasons for them.

By giving reasons we also expose ourselves to the judgement of others: whether in the media, the legal profession, the interests regulated by the tribunal, our colleagues, and those set in authority over us. Reasons are the primary mechanism by which we make ourselves publicly accountable for our decisions.

Reasons provide our justification for the exercise of power. They are meant to be persuasive: to assure the parties and the public that our decisions are supported by evidence, that they faithfully carry out the expressed wishes of the most democratic branch of government, the legislatures, and are not whimsical or based on ideology or political preference, much less on personal antipathies or friendships.

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To dwell on this last function for a moment. How can a court ensure that a tribunal's decision is based on findings of fact that are rationally supported by the evidence if it does not know what findings of fact the tribunal made, or how it dealt with the evidence? How can a reviewing court ensure that a tribunal has not exercised a statutory discretion unreasonably if it does not know what factors the tribunal considered, or how it weighed them?

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Example: right to make an application and explain their situation in writing. When credibility is on the line, they have a right to explain themselves in an interview.

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  The right to reasons exists particularly when the applicant has a right to make an appeal or to seek judicial review and needs to know the reasons to properly prepare for the case. The reasons must be sufficiently clear, precise and intelligible to enable the individual to know the basis of the tribunal's decision.

  The applicants will receive a letter with the reasons for the decision. Applicants can see GCMS notes if they make an application for access to information.

Other important principles:

Authority:

- Decision-makers have to consider what the legislation or regulations tell them to decide.

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Document #3 - Decision Writing Rules

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3. ABSOLUTELY NO ABSOLUTES

4. BIAS-FREE ZONE

5. CAN'T GET NO SATISFACTION

6. PUT YOUR HAMMER AWAY

7. SAVE THE POETRY FOR LATER

8. TELL IT LIKE IT IS... IN IRPA

MODULE 12 -
Recording Decisions & Sending Correspondence

Document #1 – Notes and Letters Templates

Reference – GCMS T-Drive: Office Specific Templates for CPC-Sydney CIO

Document #1 – Notes and Letters Templates

Insert Document

MODULE 13 - CASE STUDY

Document #1 - Case Study: Instructions
Document #2 – Letter Templates

Document #1 - Case Study: Instructions

Instructions:

You now have all the tools you need in order to assess an application, and make a recommendation.

You have received your first file. It is time to begin.

PART 1:

You have 30 minutes to:

- Look at all the documentation in the files and determine if:
  - ✓ the Ministerial Instructions are met;
  - ✓ if the minimum requirements are met;
  - ✓ and, if the selection criteria are met (67 points).

PART 2:

Now that you have made your decision, it is time to complete the template and write your decision.

Use one of the note templates below to document your decision.

Proofreading of your decision is a must!

Document #2 - Templates

SW ASSESSMENT POSITIVE

I have reviewed the documents on the file and the information in the notes.
Applicant is

OCCUPATION:

WORK EXPERIENCE:

POINTS:

AGE:

EDUCATION:

EXPERIENCE:

ARRANGED EMPLOYMENT:

LANGUAGE:
English: Test submitted.
IELTS verified:
French:

ADAPTABILITY:

Spouse's Education:

Arranged employment:

Family/Relative in Canada:

Study or Work in Canada:

TOTAL POINTS:

Applicant appears to have 67 points or more on selection grid

To visa office for further assessment/ decision

Letter emailed to address(es) on file

SW ASSESSMENT NEGATIVE

I have reviewed the documents on the file and the information in the notes.
Applicant is

OCCUPATION:

WORK EXPERIENCE:

POINTS:

AGE:

EDUCATION:

EXPERIENCE:

ARRANGED EMPLOYMENT:

LANGUAGE:
English: Test submitted.
IELTS verified:
French:

ADAPTABILITY:

Spouse's Education:

Arranged employment:

Family/Relative in Canada:

Study or Work in Canada:

TOTAL POINTS:

Applicant makes a total of ____ points when assessed under IRPA and therefore Applicant does not appear to meet meet the minimum point requirement (67) to qualify as a skilled worker. Application referred to SDS for further review.

QSW DATA ENTRY PROCEDURES – SEPTEMBER 2012

DATA ENTRY

Open the scanned file. To do this, follow these steps:

- Click IMM Tab
- Click Query
- Enter the XEP# written on the top of your application
- Hyperlink / Click on the XEP# to open the application

For a scanned application, the minimum amount of information required to promote the application should be already scanned in (Lock-In Date, Citizenship, Marital Status, Address, and City of Destination) or entered by the scanner NOC for PA – The PA NOC Code must be entered as it is on the CSQ Certificate)

Preparation

The following steps are required to complete Data Entry. Under Clients and Parties, the PA and all Dependents on File will be listed; each member of the family will have a T #. For each client:

- Click on their T# to go into their Client Details
- Update their name line to match the name supplied on their passport
- If the client has entered "YES" to any of the questions on page 1 of the Schedule A, change the No to Yes in GCMS for the corresponding question and type in any information from the box on Question 6 into GCMS. To do this enter the Statutory Questions under Background Info>Statutory Questions if applicable :

    - Click the Background Info Tab
        a. Select Statutory Questions
        b. Click New
        c. Enter the XEP number located on at the top of your application
        d. Tab to the Form
        e. Select PR 2009/12

f. All questions will automatically be answered as No, change any applicable questions to Yes
g. Type in what the client has filled in the Additional Details box

- Return to the application (Associations>XEP...) and update their name associated to the application (found under Clients and Parties) if applicable
- Enter NOC codes and occupation for all dependents on file

Promoting the Application

Scroll to the top of the **Application**

- Click "Go to Search"
- Click Search All then Refresh until all lines are completed
- Highlight each line for the PA and dependents and check to see if they have an existing UCI or FOSS Id
- If there is an existing ID, check the FOSS or GCMS details to verify that it is the same client
- If you determine that the ID is for the same client, check the select box to match the search result to your search line and do the same steps for each Dependent on application. If there appears to be more than one ID for the client, the IDs will have to be either merged or householded.
    - If you are unable to find the client and/or suspect that they may have other IDs, do searches of their AKAs, exhaustive searches or remove information such as their gender to net wider search results.
    - If you find the client by searching by another name or by removing information, you will have to update the name line on the existing ID to mirror that of what they have provided on their new application so that it will show up in the search results.
- Once all IDs are selected (if applicable), click Promote Application. If you've had to alter your search you may not be able to promote the application without first returning to the application and clicking on "Go to Search" again.
- You will either get an Error message or a message that says Create Process Complete.
    - If you get an error message, you will have fix the error stated then follow the promote steps again

- If the message says Create Process Complete, Re-search all IDs or go to Application to get IDs. Write all UCI's on the application for the applicable people (Click on **Go To Application** and you will find the IDs associated to the application under Clients and Parties)

Updating Client Details

Client Details

Hyperlink on UCI

Verify/update the following information for each client:

- Primary name and place of birth
- Marital Status (Check to make sure that their spouse is associated). If T# is still associated, enter end date for marriage as today's date and enter new record with the Spouse's UCI.
- Citizenship
- COR (Country of Residence)
- Language (this is the client's Native Language)
- Telephone Number (s) (Only for the PA)
- Fax Number (Only for the PA)
- Email(s) (Pa Only, make sure that all email addresses are entered for the PA including the Rep's email address and separate all addresses by a period)
- Eye Colour
- Height
- Confirm that the address is correct - Add the Representative's address ID (if applicable) that is associated to the Rep in GCMS as the mailing address for the PA and be sure to enter the previous Mailing address ID created by GCMS as "Entered in Error." The mailing address for the PA should always be the primary address. Also enter a residential address for the PA.
  If the Client has different mailing and residential addresses, enter both and flag the mailing address as the Primary address.

  If mailing and residential addresses are the same, only enter one address with a type of "residential" and flag it as the Primary address. Note: You can pick any address type into your application and this will be used as the mailing address for that application.

- A residential address is required for all Dependents on file. You may enter the PA's residential address as the dependents regardless if they live there or not. You can highlight and copy the address ID and paste it onto each family member's ID under addresses. A mailing address is only required for the PA.

- Write down the Address ID's on the application form (ensure to write down the corresponding address ID with the correct address).
- Documents – Confirm that the passport details match the photocopy of the passport provided on the application

Supporting Docs

Go back to application screen (Associations > EP ...) to add supporting documents under PA & dependents. You can return to the application for quick links back to the clients. After first completing the rest of the client details listed above for all of the clients on the application, you will then enter the supporting docs for each client:

a. Click on Documents>ID Supporting Documents
   - Click New
   - Under the Type drop down menu, select Identity
   - Under the Sub-Type drop down menu, select the appropriate document (Birth Cert, Divorce Cert, etc .)

b. Enter for following Information for the Identity documents
   - Document #
   - Country of Issue
   - Document Name
   - Issue Date

c. Enter the Marriage/Statutory Declaration for Common-Law
   - Under the Type drop down menu, select Relationship
   - Select Marriage Certificate/License or Stat Dec of Common Law
   - Country of Issue
   - Document Name
   - Issue Date

Updating Application Details

Return to the application (Associations>EP...or click on the quick link (the EP #) at the top of the screen)

Verify application details:

Ensure that the following fields have been completed:

- Visa Office
- Date received
- Lock In Date
- Correspondence Language
- Interview Language
- Province of Destination
- City of Destination
- CSQ File number
- Counterfoil check marked
- Representative's address and other information
- NOC and Occupation for PA
- Paper File Number

Update Client/Party info under Clients and Parties:

- Highlight the PA's line under Clients and Parties
- Scroll down to Client details
- Pick-in/verify the correct information in the following fields
  *Country of Citizenship
  *Country of Residence
  *Marital Status
  *Passport Info
  *Official Language
  *NOC
  *Occupation
  *Telephone number
  *Fax Number
  *Email
  *CSQ information (Individual Reference #, Date of issue and Date of expiry)
  *Address

Complete this for each Dependent listed under the Clients and Parties Tab

- Verify the Rep information against the Use of Rep Form

Fees:

- Click Fees view Tab
  - Scroll to the bottom of the screen and double check to make sure there is a fee line for every person that is accompanying and no extra client fee lines, if not then return to Clients and Parties to see what the cause of the problem is – fix the issue and adjust the fees accordingly.

a. Scroll back up so that you are in the first Fees Section (Payment Line)
b. Verify the following information:
   - Type – SAP or POS+ depending on method of payment
   - Details - Certified Cheque, Visa, American Express, or Mastercard
   - Payment Date – Date for SAP Receipt
   - Amount Paid –make sure this matches the number of people that are accompanying
   - Other Receipt from SAP/POS Receipt
   - Ensure Payment # matches the receipt
   - Click Allocate
   - Confirm that the current Balance is $0.00
   - Scroll down and verify that the proper amount was allocated to the correct lines. If you have a $0.00 balance, everything should have allocated properly, but you should always Verify.
   - If there is a balance and you are sure that all fees have been allocated correctly, you will have to enter an overpayment line. To do this follow these steps:
     - Scroll to the bottom of the Fees screen
     - Click New
     - Select Overpayment in the Fee field (must click on the ellipses)
     - Type in the Payment number (that is written on the SAP Receipt)
     - Press CTRL + S
     - Remaining balance should automatically populate

- If you have a file with an Overpayment line, you will have to bring the file to your Team Leader

Correspondence:
You will find that there is an automatically generated AOR that you will need to cancel. In the Status field of the AOR, change the status from Generated to Cancelled (**This step must be completed on every file or the AOR will automatically be sent to the Client**)

Label the File:

If you have an Intermec Label Printer on your desk, you need to print a Label for the file at this time. To do this follow the steps listed below:

- Click on the Reports Icon (This is the last icon in the bottom line of small icons located underneath the main toolbar at the top of your page
- Choose App # & PA's Information Label
- A window named Active Portal will pop up. Make sure the setting is set at 200%
- Click on the Print icon to view the label
- Click Print at the bottom of the window
- Select the printer Intermec Easy Coder PC41 (or it may be Easy Coder PC41)
- Make sure the Page Scaling is set to Shrink to Printable Area (May also just say FIT)
- Click PRINT to print the label – once printed, close label
- Apply this label horizontally to the Bottom left hand corner of the file jacket
- In black marker, write the client's Surname in the Name field on the file jacket

Next you must create and AOR (Acknowledgement of Receipt) for the PA on the application.

- Ensure that you are in the Correspondence Tab - Outgoing view
- Click New
- Under Request to Issue, select Letter

- Under Document Type select Acknowledgement of Receipt or type ACK and if you get a pop-up window, click OK
- Under Status, select Generate
- Click on the Execute magnifying Glass (second magnifying glass on the top right hand of the screen)
- The letter will generate in the Correspondence Attachments (Scroll down to the bottom of GCMS)
- Hyperlink / Click on the letter that generates (WORD LTR)
- Select Open from the pop up window
- This will open a new window, complete the following steps:
    i. Select Computer
    ii. T-Drive
    iii. Templates
    iv. Office Specific Templates
    v. CPC Sydney CIO_CTD Sydney BRCD
    vi. Mailroom
    vii. Email-Postive-QSW (ensure that you are selecting the correct language) or ltr - Positive QSW if no e-mail address was provided with the application.*
    - Once the email generates, if there is a Rep on file, you will need to ensure that there is a C/O Rep's name, Rep's business in the address field. If no, you will need to manually enter this information.
    - If the Name and Address of client is not capitalized, do the following steps:
        i. Highlight the portion that needs to be capitalized
        ii. Click on Aa button
        iii. Select Uppercase from the drop down menu
- Turn on the Lock feature
- Complete the appropriate fields in the body of the letter by referring to the SAP receipt
- Turn Off the Lock feature
- Click the Send to Mail Recipient
- In the From and BCC fields, enter Centralized-Intake Office
- Cut (CTRL + X) the email address(es) that are generated on the letter and Paste in the To field. If there is more than 1 email address, take out the period and put in a Semi-Colon instead

- Cut the Application for Permanent Residence in Canada subject line from the generated letter and Paste it into the Subject Field
- Click Send a Copy
- Close Letter, DO NOT SAVE
- Go Back to the Correspondence Tab
- Change the Status from Generated to Sent for the email that you just completed
- Tab to the VIA Field, you will need to select either Mail or Email, depending on which method you used to send the letter to the client.
- Print a copy of the letter and attach to your file (Do this from your Sent Folder)
  *If an email address is not provided, you must print off 2 copies of the letter. One gets attached to the application and 1 gets mailed to the client.

RCMP Clearance (if applicable):

- RCMP Clearances are to be initiated by the data enterer for any Male or Female on the application that is between the ages of 18 and 65 and has resided in Canada for at least 6 months (past or present). Complete the following steps:

    a. Click on History Tab
    b. Update APP Status Reason from Inventory to In Progress-CP
    c. Go to Admissibility view tab
    d. Select the Criminality Tab
    e. Highlight the person you would like to submit the RCMP check on
    f. Under the Sub Activities screen (bottom of screen)
    g. Click New
    h. Select Type RCMP Screening
    i. Under Status – select Submitted

  Complete the above steps for each person on the file that required an RCMP Check.

Update the Paper File Information:

- Click on the Paper File tab
  a. Highlight Registry on the B number line and ensure the correct B number was scanned in. Leave file in Registry.

Update the File Jacket:

On the File Jacket, you must write:

- Created
- Your Initials
- Date you Data Entered the file

If an RCMP Clearance was submitted on the application, you must write the following on the jacket as well:

- RCMP Check Initiated
- Your Initials
- Date you submitted the RCMP Check

Data is now complete. You will need to hold all files at your desk that you have sent an AOR Email in case the email Returns as Undeliverable (Bounce Back).

Once you have confirmed there are no bounce backs from the day before, place the data entered files on the appropriate mail cart in the mailroom behind the team leader's desk.

Welcome to the CIO-QSW Line of Business!

Inside this training manual you will find important information on QSW completeness checking expectations and procedures. Procedures change regularly and you are expected to be flexible and adhere to these changes. This information package is a guideline and it is your responsibility to make sure that you are following the latest procedures, so be sure to be on top of your email throughout your shift.

Please further note that all of the material covered in this training manual has been seen and approved by a CIO mailroom team leader, if you have any questions regarding the material please see a team leader.

All material in this training manual is subject to change at any time so make sure you are following current procedures. All templates included in this manual are required to be used. If changes to a template are needed, you must have them approved by team leader to be on the safe side.

~ It is very important to ask questions when you are unsure. Remember the aim of this mailroom is to handle each and every file properly. ~

QSW - Order of Documents

FORMS

- Scan Sheets
- Photos
- Fee payment form (IMM5620) and address labels stapled to left hand side of File cover
- Fees (cheque, money order, bank drafts, POS+, etc...) stapled to bottom left hand side of page 1 of the application
- IMM0008 Generic Application
- IMM5669 Schedule A for all family members 18 and over
- Supplementary Information - Your Travels Forms (for PA only)
- Schedule 5 (for PA only and must have original signature)
- IMM5406 Additional Family Information for all family members 18 and over
- IMM5476 Use of Representative (if provided)
- IMM5475 Authority to Release (if provided)

SUPPORTING DOCUMENTS

- Birth Certificates for PA, SP and all dependants on the application (in order from PA, SP and oldest to youngest dependant)
- Marriage Certificate
- Statutory Declaration of Common-law Union
- Divorce Certificates, Annulled Marriage Certificates
- Adoption Certificates
- Police Certificates (All PA's together, then all spouses' together, then all dependant's over 18 together)
- Certificat De Selection Du Quebec (must be original and for all accompanying family members)
- Copy of passports (PA, Spouse, oldest child to youngest child)
- Representative's or PA's Cover Letter (if provided)
- QSW Document Checklist
- Any Additional Documents Provided (education, work experience, settlement funds, expired passports, etc in the order as submitted by the applicant)

ITEMS TO NOTE

- You must open **all** envelopes, and make sure all papers are facing upwards neatly on the file. Make sure there are no loose papers.

- All documents must be attached to the file, except for original documents, for example, original passports, birth certificates, marriage certificates, etc. **Do not staple or hole-punch original documents**. Originals must be placed in a docket or white envelope and pegged to the back of the file.

- If English/French translations are provided for any of the above documents, the translations and the originals must be kept together.

FILE ASSEMBLY – QSW

Completeness checking Quebec Selected Skilled Worker applications

All documents will be arranged as follows: PA, spouse or common law partner, oldest dependent child to youngest dependent child

1. Open the envelope and **DATE STAMP** the application at the top in the middle of the front page of the application. Please ensure to keep the packing slip, return address and bar code if on envelope.

2. Find the **fee payment form** and date stamp it in the middle right hand side or if **paying by cheque**, staple cheque to the bottom left side of page 1 of the application.
   Fee payment form has to be signed by the payer if paying by credit card.

3. Put all **photos in a photo pouch**. You need at least **one** photo (any size) for each person on the application **(If accompanying or not)**.

4. Start at the top of the application and ensure that:
   a. "**Program under which you are applying**" is Economic (make necessary changes)
   b. "**Category under which you are applying**" is Quebec Selected Skilled Worker (make necessary changes)
   c. Number of people listed in **block 3 equals** the number of people on the application (on both the **IMM0008** and the **Additional Family Info form**) (make necessary changes)
   d. "**Where do you intend to live**" (Block 6) must be Quebec. (Do not make any changes)

5. You must verify the passport information to the Generic Application under the **Personal Details** section for each person on the file, make any necessary changes and put a red checkmark to show you have confirmed the following sections to be correct:
   a. **Surname** (Block 1)
   b. **Given name** (Block 1)
   c. **Date of Birth** (Block 7)
   d. **Sex** (Block 4)
   e. **Place of Birth** (Block 8)

Important to Note. The majority of passports from around the World have what is known as an MRZ (machine readable zone). This is located at the bottom of the Bio-Data page. The MRZ will take precedence, in most cases, over the VIZ (Visual Inspection Zone) when determining how a name should appear on the application. In the absence of the MRZ, the VIZ will be used to establish how the name should appear on the application

6. The section **PASSPORT** on the generic application form must be verified against the passport on file. Please use red pen to check mark the following:
   a. **Passport number** (Block 2)
   b. **Country of issue** (Block 3) - please refer to the 3 letter country code on the passport
   c. **Expiry date** (Block 5)

7. Ensure the **application** (IMM0008) is **signed and dated**.

8. Ensure you have a **Schedule A** for PA, SP and all dependants 18 years of age and older. (**If accompanying or not**). Schedule A consists of 4 pages, so ensure that all pages are included. The sections that need to be verified on the Schedule A are:
    a. **Name** (to ensure that the Schedule A does indeed belong to the appropriate people)
    b. **"Indicate whether you are"** The Principal applicant , or Spouse, Common-Law partner, dependent over 18
    c. **All 4 pages are included**
    d. **It is signed**

9. Verify that you have the **Supplementary Information - Your Travels** (IMM5562) – for the **PA only**. The sections that need to be verified are:
    a. **Name** (to ensure that the form is for our PA)
    b. **Ensure you have pages 1 and 2.**

10. Ensure you have a **Schedule 5.** The sections that need to be verified are:
    a. Name (to ensure that the form is for our PA)
    b. It must have an **original** signature.

11. Ensure you have an **Additional Family Information** (IMM5406) for PA, SP and dependants 18 and over (**if accompanying or not**). The fields that need to be verified are:
    a. **Name** (to ensure that the form belongs to the appropriate people)
    b. **All dependents** (Spouse, children, step-children) **are included on IMM0008**
    c. **A signature must be in one of the 3 areas**

12. Rep Form (not a mandatory form). If one is included, the following needs to be verified:
    a. **Name** (to ensure that the form belongs to our PA)
    b. Check either the **ICCRC** website or the **Provincial Law Society** website if you have a Rep form and they indicate they have a paid rep to ensure they are a **practicing** Rep
    c. Must be **signed and dated by PA - flag for easy reference**

13. Ensure you have a birth certificate for PA, SP and all dependants on file (**if accompanying or not**).

14. If applicable, a marriage certificate or common-law declaration for the PA and Spouse. (**not required documents**)

15. If applicable, a divorce certificate and adoption certificate(s) for the children. (**not required documents**)

16. Police certificates are not required and we **do not request** them if we have to return the file for another reason.

17. Ensure that you have an **original** Certificat de Selection du Quebec (CSQ) for each **accompanying** family member on the file. The following sections must be checked on the CSQ:
    a. **Nom à la naissance**
    b. **Prénom**
    c. **Date de naissance**
    d. **Catégorie** (must be one of the following)
        i. **IQ Travailleur Qualifie**
        ii. **Travailleur Art 40**
        iii. **PEQ Etudiants**
        iv. **PEQ Trailleurs**
    e. **Bureau federal**

f. **Remarque**
   i. If "**Code 130. Programme de l'expérience Québecoise**" CIO will write **PEQ** on the file jacket under the "**Quebec**" stamp
   ii. If "**Code 130. Dossier vise par traitment prioritaire – domaine de formation**", CIO will write **PQ** on the file jacket under the **Quebec** stamp

18. After verifying the **Visa Office** on the CSQ, go back to the Generic Application (IMM0008) and check that the Visa Office that the client lists matches (this is located on the first page, **Block 4** under **Application Details**), and if not, please make appropriate changes.

19. Ensure you have **passports for everyone on file**, unless they have left this blank or selected "**NO**" for "**DO YOU HAVE A VALID PASSPORT**" on the application then the passport is not required. – (**flag for easy reference**)

20. Insert letter from Rep or PA if supplied.

21. Insert QSW document checklist.

22. All additional documents that are sent by PA are to be put as the client supplied them.

23. We need to keep the envelope that the application was received in. We need to have the **return address**, **barcode** (if there is one) and the **date stamp** on the envelope. If you need to cut the envelope, please ensure you have all the above items.

24. If paying by **credit card** ensure the form is complete.
    a. **Name of Principal Applicant**
    b. **Name of Payer** (if different that PA)
    c. **Address of Payer** (if different than PA)
    d. **Amount matches number of people accompanying**
    e. **Name of Cardholder** (must be in English)
    f. **Signature of Cardholder**
    g. **Type of credit card** (Visa, MasterCard, AMEX)
    h. **Credit Card number** has appropriate amount of numbers (16 for Visa/MC and 15 for AMEX)
    i. **Expiry Date**

25. Date stamp the photo pouch if file is deemed complete.

IF THE APPLICATION IS COMPLETE, DO THE FOLLOWING

- Obtain a File jacket
- Date stamp on front cover, middle top of file jacket
- Stamp with the Quebec stamp on the right hand side
- Charge front of file jacket with "C/C" "Initial" and "Date"
- If applicable, put "S" in "Cross Reference"
- Staple Address labels and fee payment form inside the file jacket on the left hand side at the top with the staple teeth facing inwards
- Write R10 info on top off application Example below
    - R10 OK "Your initials:
    - No Rep or Auth Paid/unpaid Rep
    - PA $550
    - SP $550
    - $1100.00
- All documents are to be hole punched and placed neatly on peg in the correct order (please see page 2 for order)
- Hole punch scan sheets (be careful not to punch through the bar codes) and place on the very top of the peg
- Log into GCMS
- Query the Rep (if applicable) in GCMS.
- The rep ID (also known as the P#) will be written on the Rep form on the ride hand side across from Section B Question 5.
- Verify the following information for the Rep from the Rep form to GCMS and make any necessary changes to the following:
    - If a Paid Rep, confirm under the title "Paid Representative" in GCMS the following: Status, Province/Territory and Membership number.
    - Telephone number
    - Fax number
    - Email address
    - Address. This is under the Address Tab.
- The address ID of the rep will be written on the Rep form under the P#.
    - The address ID that you select should be marked at "**Primary**", have the "**To Date**" deleted, and "**Street Address 2**" should be "**C/O Rep's company name only**" (if there is a company name listed) or "**C/O Rep's first and last name**" (if there is no company name listed)
- Query the PA in GCMS
- If you get a hit for your PA in the Hit List, you will promote the UCI
- If you do not get a hit for your PA, you will create a UCI
- Record the UCI of the client in the UCI box number 3 under the section entitled "**PERSONAL DETAILS**" on the application.
- Enter Rep's email address (if applicable) and mark as Primary
- Enter the PA's email address
- Enter PA's place of birth
    - This is done in the **NAMES** view by clicking **NEW** and typing the personal details in.

- Add the following note on the Client in GCMS. The format below will be followed and is prepared for you in a template on the G-Drive under the QSW folder entitled "GCMS Return Notes":

Application type: QSW
Date received: THE STAMP DATE RECEIVED IN MAILROOM (TOP 1ST PAGE OF APPLICATION)
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
File forwarded to SCAN/CRU

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- QSW Documents
- GCMS Return notes

You will have to put the **LOCK** feature on to be able to type in the appropriate fields. The **LOCK** feature will need to be turned off in order to copy and paste the note into GCMS

IF THE APPLICATION IS INCOMPLETE, DO THE FOLLOWING

If application is found to be incomplete after completeness checking the file:

- Prepare Appendix C or A, highlight appropriate areas on QSW checklist, prepare any inserts and letter for return
- Search PA on GCMS (first/last name, date of birth, and country of birth)
- Promote existing UCI # or create one (where necessary)
- Enter Rep's email address (if applicable) and mark as Primary
- Enter PA's email address
- Enter PA's place of birth
- Client notes. The format below will be followed and is prepared for you in a template on the G-Drive under the QSW folder entitled "GCMS Return Notes":

Application type: QSW
Date received: STAMP DATE
Date returned: DATE YOU PHYSICALLY RETURNED FILE
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
Reason for return: DETAILED NOTE ON WHY YOU ARE RETURNING APPLICATION
Returned to the following address: COPY AND PASTE FROM RETURN LETTER

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- QSW Documents
- GCMS Return notes

Essential Items CIO-QSW Will Return For

1. **Generic Application Form To Canada;** if the client indicates that they intend to live in a province other than Quebec.
2. **Schedule A**; if not provided for everyone 18 years of age or older.
3. **Supplementary Information – Your Travels;** if not submitted with application.
4. **Schedule 5;** if not original signature or submitted with application.
5. **Additional Family Information;** if not provided for everyone 18 years of age or older, if there are dependents listed that are not included on the IMM0008 (and no affidavit explaining why they are not being included) or if it is not signed in one of the 3 areas.
6. **Use of Rep Form** (when provided); clients are not required to use a representative, however if they choose to hire a paid rep, the rep must be a valid rep. They may also choose to use a family or friend as an unpaid rep. The rep form must contain reps contact information as well as be signed and dated by the PA.
7. **Identity and Civil Documents;** PA and all dependents are required to provide birth certificates, however, in some cases/countries birth certificates are unavailable, therefore other documentation such as school records, ID cards, household registers or affidavits are acceptable depending upon the case. ****Before returning any application for proof of birth or if you are unsure whether or not you have proper documentation, please double check with birth certificate book and/or a team leader.****
8. **CSQ**; if expired (please go by stamp date) or if not included for all accompanying family members.
9. **Travel Documents/Passports;** PA must provide passport, all other dependents on file are only required to provide passport if they have listed it on application.
10. **Photos;** PA and all dependents must provide at least one photo whether they are accompanying or not.
11. **Fees;** foreign certified cheque's, money orders, bank drafts and credit card payments must be in Canadian funds. Foreign certified cheques, money orders and bank drafts drawn from foreign countries are considered stale dated after six months {unless otherwise stated on cheque}. Canadian certified cheque's, money orders and bank drafts do not go stale dated unless stated "valid to"-{08/09/2014}. Credit card payments must be signed by the card holder. **We will return the file if payment is insufficient**, stale dated, not in Canadian funds, or if the credit card is not signed. **Please see page 17 for overpayment procedures**.

***** Please note: if you are returning a file you should be asking for everything we require here at CIO. *****

What CIO-QSW Does Not Return For:

1) If client leaves the **Program and Category** blank or indicates something other than Economic and Quebec Selected Skilled Worker. Please make applicable changes.

2) **Visa Office**; if left blank or invalid please make changes according to the spreadsheet.

3) We do not return if application forms are **not dated**.

4) We do not return for **Police Clearances** and when returning an application we will not ask if for them.

5) We do not return for **Marriage Certificates.**

000509

Payment Information:

Payments must be made payable to the "Receiver General for Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express) or HPM (this can be made at a financial institution in Canada, or on-line from any country).

Permanent Resident Fees Required:

Principal applicant **$550.00**

Spouse or common law partner and each dependent child 22 years of age and older **$550.00**

Each dependent child less than 22 years of age **$150.00**

***Right of permanent residence fee** (to be paid by principal applicant, spouse or common law partner) **$490.00**

*The Right of Permanent Residence Fee (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can either be paid at the time the application is submitted or at any time prior to the issuance of the visa. At the time of completeness checking, if the RPRF is not submitted, the application is still considered complete. If the file is deemed incomplete, we will not request the RPRF to be paid.

A combination of more than one method of payment is acceptable. However, payment by each method **MUST** be equal to a single or a multiple amount.

For example: An amount of $550 paid by credit card for the principal applicant, and 2 X $150 ($300) paid by a certified cheque for 2 dependents for total of $850 is acceptable. However, $500 paid by credit card and $350 by certified cheque **will not** be accepted.

Total fees received must equal the amount to be paid by the PA and for those that are accompanying the PA to Canada.

Acceptable Payment Methods

- **Credit Card**

The fee payment form (IMM5620) is to be paper clipped to the B label sheet on the left hand side of the file jacket.
Applications that have a credit card payment must have a green tag on the build-em-up this signifies that the fee has been paid by credit card for the coster.

Be sure to check the Fee Payment Form (IMM5620) for completeness:

Credit cards accepted at CIO-SYDNEY start with a "**3**" (American Express), "**4**" (Visa), or "**5**" (MasterCard). A form with the credit card number starting with any other number **should be returned,** as it **cannot be processed** at cost recovery.

Also there should be **16 digits** for **VISA** or **MASTERCARD** (Numbers starting with a **4** or **5**) and **15 Digits** for **AMERICAN EXPRESS** (Numbers starting with a **3**). **FORMS WITH ANY LESS CANNOT BE PROCESSED.**

- **Money Order/Certified Cheque/Demand Draft**

Please check each one of these for proper fees. Payments issued from institutions outside of Canada are only good for 6 months unless otherwise stated on payment. Payments issued from institutions in Canada have no expiry, unless otherwise stated on the payment.

- **Fees paid at a visa office (POS+)**

This is a yellow or white receipt issued from a visa office. Please see your team leader is you come across this type of payment.

- **Fees paid by HPM (Handling of Public Money)**

HPM's can be made on-line by the client in any country, or at a financial institution in Canada. HPM payments made online by the Client will have a barcode with a series of numbers starting with the letter R. HPM payments can also be made at a bank. These will have a barcode that will have a series of numbers starting with a "C" or "B". Please ensure the bank has stamped the HPM with the payment date.

Common Questions Regarding the Fee Payment:

Question: What if the credit card form is not signed?
Answer: The file goes back.

Question: What if credit card form is not dated?
Answer: It goes through as a complete.

Question: What if cheque is signed by only one person?
Answer: In most cases it goes through (double check with coster).

Question: What if the fee payment form is a photocopy?
Answer: It goes through as a complete.

ADDITIONAL PROCEDURES

Canadian Spouse/Common-Law Partner/Child

If you have an application with a Canadian spouse/common-law partner or child their information should be put behind the document checklist.

You will also attach a Note to File (paper copy) to the top of the file peg stating:

Please type this note onto a Note to File: PA's spouse/common-law partner/child's is Canadian and documentation provided for this person is behind the document checklist.

Authority to Release Form

If we receive an IMM5475, there should be a note on file. This is a note that you enter in GCMS showing that one was received and who the authority to release is given to. The note should be entered on the client in GCMS at the time of completeness checking. Please enter the following note.

Copy and Paste this note into GCMS: Rec'd IMM5475 received giving authority to release information to ____ (name and address of person) _____.

Security Checks

If you come across 1 of the 12 countries in the list (see team leader for this list), please mark an **S (in black marker)** in the left hand corner of the file jacket and circle it (in the Representation Received Form box). These files need to be security checked.

Credit Card Declined Procedures

Sometimes files are received that have been previously returned asking for a new payment because the Credit Card had been declined. You are to completeness check these files as normal, if the file is a complete, the old file jacket must be used. There may be a CIO Letter, Declined Credit Card receipt and/or an Appendix A received back with the application.

If you believe you have a previous declined Credit Card, please see your Team Leader who will help you recover your file jacket.

Original Documents

If you receive original documents (or documents that you believe are original), and they are not "**old**" or "**irreplaceable**" (see page 32), the original document(s) will need to be photocopied and put in their proper order on the file. Once you have photocopied the original document, you will place it in either a docket or a white envelope and peg it the back of the file.

Non Accompanying/Accompanying Procedures

If a dependant (spouse or child) has marked NO for Accompanying PA to Canada, but they have paid for this dependant, we will physically change it on the application to YES and add a note to GCMS and a paper Note-To-File.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME OF PERSON will not be accompanying family to Canada; however, client paid fees for INSERT NAME OF PERSON. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

The following are a few scenarios where the dependant will remain or be changed to NON-ACCOMPANYING, and will enter an Overpayment line in GCMS.

1) A spouse or child is a Canadian Citizen and they have paid for them. We will leave them as NO for not accompanying (or change YES to NO, whatever the case may be).

This will be the note that you will add to GCMS and on a Note-To-File:

Spouse/child is a Canadian Citizen, no fees required, if positive assessment please refund fee for INSERT NAME OF PERSON if negative assessment and refund issued, please refund for full amount.

2) PA has sent in an affidavit or a letter stating that their spouse/common-law partner is no longer part of their family or no longer has contact, etc... and will not be accompanying to Canada, however they have paid for them. We would leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has indicated in an affidavit/letter that their spouse/common-law partner will not be accompanying for INSERT REASON HERE, if positive assessment please refund fee for spouse/common-law partner if negative assessment and refund issued, please refund for full amount.

3) PA has paid for someone who is not a dependant (Mother, Father, Brother, Sister, etc...), we will leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for someone that is not a dependant, if positive assessment please refund fee for INSERT NAME HERE if negative assessment and refund issued, please refund for full amount.

4) If the child is 22 or older (**not a student**) and paid for and marked as ACCOMPANYING, this child is not considered to be a dependant. We will change it from ACCOMPANYING to NON-ACCOMPANYING on the application at completeness checking.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, and states they will accompany PA to Canada. As per the application and Schedule A, INSERT NAME HERE, is not a student, and is no longer considered a dependant, so ACCOMPANYING was changed to NON-ACCOMPANYING. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

5) If the child is 22 or older (**and not a student**) and paid for and marked as NON-ACCOMPANYING, we will leave the child as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, INSERT NAME HERE. This person will not accompany the PA to Canada. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

6) If the child is 22 or older and a student, but they are marked as NON-ACCOMPANYING but they are paid for, we will change the NON-ACCOMPANYING to ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME HERE will not be accompanying family to Canada, however, client paid fees INSERT NAME HERE. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

7) If the child is under 22, but the client has paid $550 for this child. Please make note for the Data Enterer:

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid $550 INSERT NAME HERE who is under 22. If positive assessment, please refund fee of $300.00, if negative assessment and refund is issued, please refund full amount.

If you have a case that does not fit one of the above scenarios, and you are unsure on how to proceed, please see any team leader.

OVERPAYMENT PROCEDURES

1) **Applications that have a** certified cheque **and are** CAPPED **will still have to be processed as an overpayment - FSW, FSTC and PhD**

2) All applications that have a **credit card** as a payment and are **overpayment**, bring to the team leader they will change to the correct amount. The team leader will cross out the wrong amount and fill in the correct amount and initial.

3) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** of $1050.00 which is an overpayment of 500.00 (paid for business class), the completeness checker will send the application back as **incorrect fee** application. Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE

4)) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** and has an overpayment in any amount the completeness checker will send the application back as **an incorrect fee** application. Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE

5) If the application is a **CEC, PNP, QSW** lines and has an overpayment because they paid for a person that they say is non-accompanying, please bring to team leader and the team leader will determine if it's an overpayment or if they will change the application to show the person is now accompanying.

6) If there is an application and you **cannot determine** what the applicant is paying for, please bring to team leader for their determination.

7) There will be some applications paid with a certified cheque, that no-matter what line it will have to be an overpayment done. Example: PNP nomination letter is going to expire or the CSQ is about to expire. (Completeness checkers are responsible for putting a "note to file" on the file to make the coster and data enterer aware that there is an overpayment on the file, note in GCMS will be entered by the person completing the overpayment.)

000516

NAME POLICY / PROCEDURES

Operational Bulletin 051 – Revised October 30, 2008

Policy on Single Names

Guidance and formal instructions for creating records in Computer Assisted Immigration Processing System (CAIPS) and Field Operations Support System (FOSS) for individuals who provide a single name as their complete name or declare not to have a surname.

Background

The *Immigration and Refugee Protection Act* (IRPA) does not include provisions for the creation of an identity. This is of particular importance as CIC-issued documents are used by other Government of Canada departments and agencies to form their own decisions on services and program delivery. Ensuring accuracy and consistency to identity-related procedures will enhance security and safety, strengthen program integrity and improve client service.

To enhance consistency in establishing a person's identity in accordance with International Civil Aviation Organization (ICAO) guidelines, the *surname* field should always be considered as the primary identifier for an individual. In most cases, a single name will appear in the *surname* field of the passport. However, there may be cases where a single name is recorded as the given name in a passport or other documentation used to establish identity. In such cases, that single name should be recorded in the *surname* field in FOSS or CAIPS. Note that FOSS and CAIPS do not make it mandatory to complete the *given name* field; in other words, leave the *given name* field blank in the case of single names.

Procedures

1. When creating a new client record in FOSS or a new application in CAIPS, the officer should do the following:
2. Treat a single name printed on the client's valid passport or other documentation as the surname. Leave the *given name* field blank.
3. Where a single name consists of more than one part (e.g., Jean-Paul), the entire name should be recorded in the *surname* field.
4. Some passports have only one name field, where the full name of the holder (i.e., given name(s) and surname) is recorded. **In such cases, the Machine Readable Zone (MRZ) should be consulted to determine how the full name breaks down into given name(s) and surname. In the absence of an MRZ, the officer should refer to the application form for clarification.** This procedure does not however authorize officers to use whatever name is indicated on the application, unless the name is also found in the passport.

Important note:

- Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields.
- Do NOT repeat the single name in both the *given name* and *surname* fields. FOSS and CAIPS allow for the *given name* field to remain blank.

Purpose of Policy

The name policy is meant as a guideline to determine the:

Name to appear in CAIPS

Policy:

• FSW will:

• Respond to established identities, not create new ones

Rules:

• The following table (taken from our Manual) provides the rules associated with the Name Policy:

Surname through Middle Name

Enter the complete names of all persons exactly as they appear on the application form or passport. In cases where we receive the Bio-data page of the passport: if the passport and the IMM0008 Generic names do not match, the name should be entered exactly as indicated on the passport. If passport copies have not been provided, enter the names as stated on the IMM8.

In cases where the applicant has only one name, or does not indicate a surname: the surname field cannot be left blank. *At least one name must be recorded in the surname field. You can leave the first name, middle name and other name field blank. Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields. Do NOT repeat the single name in both the first name and the surname fields.*

- *Hyphens are only acceptable in surnames. DO NOT use hyphens in Chinese, Arabic or Korean given names.*
- *Given names, first and middle names, should be entered on separate lines without punctuation. There is no space on the application form for a middle name. If the PA has indicated 2 or more names in the Given name(s) space, enter the first one in the FIRST NAME field; enter the second given name in the MIDDLE NAME field; and any additional/subsequent given names in the OTHER NAME field. Enter the code for Other Given Name from the CAIPS Coding Aid.*
- *If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the code of 4 in the NAME FLAG field.*
- *The maiden name of female applicants, when provided, should be entered on the fourth line (OTHER) and enter the code of 1 in the NAME FLAG field.*
- *It is common for the middle component of an Arab's name to be "ben" which means "son of". Ben should not be used as a name in CAIPS.*
- *Enter initials as it appears in the passport.*

- *If you receive a copy of the passport, the BIO-Data from this overrides any information provided by the applicant in the IMM8. Any such contradictions should be entered in CAIPS Notes.*

Other Name

The OTHER NAME field is used for the alternate spelling of surnames, nicknames, or a married woman's maiden name or her husband's surname, depending on what is entered in her SURNAME field.

If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the correct code in the NAME FLAG field.

Flg

CAIPS assumes that information entered into the OTHER NAME field is to appear on the CPR. Therefore, after you enter something into the OTHER NAME field, the cursor will stop at the Flg (Name Flag) field. You must enter a code. See the CAIPS Coding Aid for valid entries.

GNAME 1 / GNAME 2

Leave these fields blank.

Printed in alphabetic characters the name to appear will normally be the

same as on the Passport.

Titles, Prefixes, Degrees, and Decorations:

Policy:

Titles, prefixes, degrees, decorations, and other suffixes (including decorations awarded by the

Canadian government) are not to be entered in CAIPS.

Example Titles and Prefixes:

Will not print:

Mr. The Hon.

Mrs. The Rt. Hon.

Miss Professor

Ms. Elective titles

Judge Military ranks

Dr.

Example Degrees and Decorations:

Will not print:

B.A. DFC M.P.

M.A. OMM M.L.A.

Ph.D. CD Etc.

Etc. Etc.

Jr., Sr., II

Procedure:

If the applicant's name on the Passport shows Jr. Sr. or II in the surname area it will be entered in CAIPS.

If the Passport does not include Jr. Sr. or II It will not be entered in CAIPS.

IF no passport is provided name will be entered exactly as on application.

One name only

Policy:

When an applicant has only one name, it is considered to be the surname and it is entered as such.

A binder is being created to deal with situations when the passport does not clearly indicate what the name should be, when you are not sure please consult with your team leader on how to proceed.

NOTES:

- **Philippines, Germany and France Passports do not show the Middle Name in the MRZ. However, it is listed on the bio data page. Middle name is to be entered in GCMS.**
- Apostrophes and hyphens can be used in the SURNAME field. The MRZ does not show punctuation. Therefore if a Surname shows an apostrophe in the bio data portion of the passport and does not show it in the MRZ it will be entered in CAIPS.
    - IE) Bio Data shows SURNAME:O'KEEFE
    - MRZ shows O<KEEFE<<
    - SURNAME will be entered in CAIPS AS O'KEEFE.

- Apostrophes and hyphens in a GIVEN NAME are to be treated as a space as this is how they are treated on the MRZ line.
- Passports issued by The Palestinian Authority show in the Bio data Portion:

JOHN A.B. DOE FULL NAME

MOMMY MOTHERS NAME

The MRZ on these passports show as:

P<PS<JOHN<A<B<DOE<<MOMMY<<<<<<<<<<

Client has requested: SURNAME: DOE GIVEN NAME: JOHN A.B.

Name will be entered in CAIPS AS:

SURNAME: DOE

FIRST NAME: JOHN

MIDDLE NAME: A

OTHER NAME: B (flag # would be 4 for other given name).

*We will not input the Mothers name as the client's given name.

QSW Return Letter/Appendices

CITIZENSHIP AND IMMIGRATION
CENTRALIZED INTAKE OFFICE (CIO)
SYDNEY, NOVA SCOTIA

20 March 2013

Dear Sir/Madam:

The following refers to your Application for Permanent Residence in Canada under the Quebec-Selected Skilled Worker (QSW) Program.

A review of your application indicates you do not meet the requirement of the instructions with respect to the completion of your application or, the requirements of Regulation (R) 10 of the Immigration and Refugee Protection Act (IRPA) because:

- ❑ Please see the highlighted items on the enclosed checklist or the enclosed Appendix.

Regulation (12) of IRPA states:

> *"If the requirements of sections 10 and 11 are not met, the application and all documents submitted in support of the application shall be returned to the applicant."*

As your application does not meet the requirements of R 10 of IRPA, it is incomplete. It is being returned to you for this reason. Your application fee was not processed and is also being returned to you. Your application has not been received, and no record has been retained.

If you submit an application, please pay particular attention to all the forms, information, documents, evidence, signatures, proof of language proficiency, and fees required. Applications missing any of these items are incomplete and will not be received. They will be returned to you.

Thank you for your interest in Canada.

Citizenship and Immigration
Centralized Intake Office
Sydney, Nova Scotia

Appendix A

NOTE: Payments must be made payable to the " Receiver General For Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT, HPM or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express).

___ The **incorrect fee** was received with your application. Please see below for required amount.

___ **No fee** was received with your application. Please see below for required amount.

___ The information provided on Form 5620 is incomplete. Please complete highlighted sections.

___ The credit card provided has now expired. Please provide an updated credit card or another form of acceptable payment.

___ The payment submitted with your application is not acceptable. You must submit one of the forms of payment identified above, directly to our office with your application.

___ The payment submitted with your application is not acceptable. You have included a receipt for fees paid directly to a financial institution. This method of payment is not valid for applications submitted to the Centralized Intake Office in Sydney, Nova Scotia after December 1, 2008. You must submit one of the forms of payment identified above, directly to our office with your application. To receive a refund for fees paid please contact the Visa Office where your fee payment was directed.

___ We do not accept personal cheques unless they are certified by a bank.

___ Your payment is stale-dated. It must have been issued within six months of your application.

___ The cheque/money order/draft/credit card_____

___ You have included a receipt for fees paid to a bank in Canada. Unfortunately, this method of payment is not valid for applications. You must submit one of the following forms of payment: certified cheque, bank draft, international money order, or credit card. To receive a refund for fees paid to a bank in Canada, please contact the HPM Production office by fax or mail:

HPM Production
Jean Edmonds Tower, North
300 Slater St., 4th Floor
Ottawa, ON K1A 1L1 Canada
fax: (613) 952-6399

The fee required to process your application is:

Processing Fee: $_____CAD

OR

Processing Fee plus
Right of Permanent Residence Fee* $_____CAD

PERMANENT RESIDENT FEES	Number of Persons	Fee	Total
PRINCIPAL APPLICANT	x 1	550.00	
SPOUSE OR COMMON LAW PARTNER AND EACH DEPENDANT CHILD OF 22 YEARS OF AGE AND OLDER	x ____	550.00	
EACH DEPENDANT CHILD OF LESS THAN 22 YEARS OF AGE	x ____	150.00	
RIGHT OF PERMANENT RESIDENCE FEE* (TO BE PAID BY PRINCIPAL APPICANT, SPOUSE OR COMMON LAW PARTNER)	x ____	490.00	

*The **Right of Permanent Residence Fee** (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can ***either*** be paid at the time the application is submitted ***or*** at any time prior to the issuance of the visa. It is recommended that you wait until the visa office requests the RPRF payment.

Appendix C

- ☐ You did not complete essential fields in the application form (IMM0008). Please complete the highlighted sections in the form.
- ☐ The Centralized Intake Office (CIO)-Sydney **only** accepts the following **categories** of applications under the Economic Class **Program** –Federal Skilled Worker, Provincial Nominee **(with an accompanying approved Nomination letter/Certificate from the Province),** Quebec Skilled Worker **(with an accompanying original CSQ)** and Canadian Experience Class. If you have not already done so, clearly indicate under section one and two of the application the appropriate **program and category.** Applications that do not fall under the mentioned sections will be returned
- ☐ You did not sign and/or date the Generic Application Form for Canada (IMM 0008)
- ☐ You did not complete essential fields in the Use of a Representative form (IMM5476). Please complete the highlighted sections in the form.
- ☐ You have checked the USE OF A REPRESENTATIVE on your document checklist. Please provide the necessary form and information for further processing of your application. (form: IMM 5476)
- ☐ You have listed someone on your application that does not seem to fall under the category of dependent. A dependent is someone who is the spouse or common-law partner of the principal applicant, a dependent child (biological or adopted) of the principal applicant or spouse or common-law partner, or is a dependent child of a dependent child. A child 22 years of age or older **may** or **may not** be considered a dependent. For more information visit www.cic.gc.ca
- ☐ You have provided CIC with two applications for permanent residence in Canada for both the principal applicant and spouse. Please indicate which applicant will be considered the principal applicant. Please note that the Generic application form for Canada is required for **ONLY** the principal applicant.
- ☐ You did not indicate the Immigration Office (Visa Office) requested for the process of your application. Please note: Sydney, NS- CIO is not a valid selection. Please refer to the following website: www.cic.gc.ca/english/information/offices/apply-where.asp
- ☐ The application you completed is no longer acceptable. In order to continue processing we require the following forms to be completed: **Application for Permanent Residence in Canada** [IMM 0008]; **Schedule A: Background Declaration Schedule** [IMM 5669 Schedule A]. These forms can be found at: http://www.cic.gc.ca/english/immigrate/quebec/apply-application.asp
- ☐ You must submit the following form with your application:
  - ☐- Schedule A: Background Declaration/Schedule [IMM 5669 Schedule A] for all persons on the file (accompanying or not) over the age of 18
  - ☐- Schedule 5: Economic Classes – Declaration of Intent to Reside in Quebec [IMM 0008 SCHEDULE 5]
  - ☐- Supplementary Information- Your Travels [IMM5562]
  - ☐- Additional Dependants/Declaration form [IMM 0008DEP]
  - ☐- Additional Family Information [IMM 5406]
- ☐ Kindly provide an Original Certificat(s) de Sélection du Québec (CSQ) one for each accompanying person.
- ☐ The Generic Application form (IMM 0008) must include all necessary information for; the principal applicant; the spouse, the common-law partner and; each child **whether they are accompanying or not.**
  Kindly complete the Generic Application form and include information for _____
- ☐ Your Certificat(s) de Sélection du Québec either has expired or will expire on . If the application is **received prior** to the expiry date, an extension will not be necessary. If the application is **received after** the date of expiry it will be returned to you as incomplete.
- ☐ You have submitted a duplicate application containing the same Certificat(s) de Sélection du Québec received with your previous application.
- ☐ Due to the type of category listed under section 9 of your Certificat de Sélction du Québec, our office is unable to process your Quebec Skilled Worker application.

LETTER TO BE USED WHEN APPLICATION FOR A CSQ IS RECIEVED

CITIZENSHIP AND IMMIGRATION
CENTRALIZED INTAKE OFFICE (CIO)
SYDNEY, NOVA SCOTIA

20 March 2013

Dear Madam/Sir:

We have received your application for a Selection Certificate. The application you submitted cannot be accepted at the Centralized Intake Office in Sydney, Nova Scotia and is being returned to you for this reason. Please do not return this document to our office unless accompanied by a complete submission. Applications that are incomplete will be returned.

For information on submitting a Selection Certificate application kindly refer to the following website:
http://www.immigration-quebec.gouv.qc.ca/en/index.html

For information on submitting a Quebec-Selected Skilled Worker application visit:
http://www.cic.gc.ca/english/immigrate/quebec/apply-application.asp

For information on applying for Permanent Residence under the Quebec Business Immigration Programs – Investor, Entrepreneur and Self-Employed Classes, visit:
http://www.cic.gc.ca/english/information/applications/business.asp

Citizenship and Immigration
Centralized Intake Office
Sydney, Nova Scotia

Inserts

Insert to Be Used When Client Supplies Passport as Proof of Birth for India

Please note, we do not accept passports as proof of birth, therefore we are unable to accept details from passport. We do accept secondary school records that contain the following:

1) Applicant's name
2) Date of birth
3) Name of parent/parents

If you are not able to provide a birth certificate with all 3 criteria, we require an affidavit stating all of this information or that a birth certificate cannot be attained.

Insert for when Client does not provide A Birth Cert or Secondary School Records for India

If you are unable to provide a birth certificate or secondary school records that indicate your date of birth and parentage, please provide an affidavit that has the following information:

1) Name of client
2) Date of birth of client
3) Parents names (mother, father or both is acceptable)

Insert for When Client Provides Secondary School Records that do not Contain All Necessary Information for India

Please note: the birth certificate (secondary, matriculation or school leaving forms) provided as the clients birth certificate requires all of the following information on one form:

1. Name of client
2. Date of birth for the client
3. Parent's name (either mother, father or both is acceptable)

These inserts are on the G-Drive. You only copy and paste the insert you need (minus the title) onto a blank word document to print.

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- Appendix-Insert-India Birth Docs

000526

Who is a Dependent?

FAMILY MEMBERS INCLUDE A SPOUSE, A COMMON-LAW PARTNER, DEPENDENT CHILDREN, AND DEPENDENT CHILD OF A DEPENDENT CHILD:

TERM	DEFINITION
SPOUSE	REFERS TO EITHER OF THE TWO PERSONS (OPPOSITE OR THE SAME SEX) IN A LEGALLY-RECOGNIZED MARRIAGE.
A COMMON-LAW PARTNER	REFERS TO A PERSON WHO IS LIVING IN A CONJUGAL RELATIONSHIP WITH ANOTHER PERSON (OPPOSITE OR SAME SEX), AND HAS DONE SO CONTINUOUSLY FOR A PERIOD OF AT LEAST ONE YEAR. A CONJUGAL RELATIONSHIP EXISTS WHEN THERE IS A SIGNIFICANT DEGREE OF COMMITMENT BETWEEN TWO PEOPLE. COMMON-LAW PARTNERS MUST ATTACH ANY DOCUMENTS THAT SHOW THEY ARE IN A COMMITTED AND GENUINE RELATIONSHIP, FOR EXAMPLE EVIDENCE THAT THEY SHARE THE SAME HOME, THAT THEY SUPPORT EACH OTHER FINANCIALLY AND EMOTIONALLY, THAT THEY HAVE HAD CHILDREN TOGETHER, OR THAT THEY PRESENT THEMSELVES IN PUBLIC AS A COUPLE. COMMON-LAW PARTNERS WHO ARE UNABLE TO LIVE TOGETHER OR APPEAR IN PUBLIC TOGETHER BECAUSE OF LEGAL OR CULTURAL RESTRICTIONS IN THEIR HOME COUNTRY MAY STILL QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION. COMMON-LAW PARTNERS THAT MEET THE CONDITIONS OUTLINED ABOVE BUT WHO HAVE BEEN SEPARATED FOR REASONS BEYOND THEIR CONTROL (FOR EXAMPLE, CIVIL WAR OR ARMED CONFLICT) MAY QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION.
DEPENDENT CHILDREN	REFERS TO THE CHILDREN OF THE PRINCIPAL APPLICANT OR OF THE PRINCIPAL APPLICANT'S SPOUSE OR COMMON-LAW PARTNER. THEY MUST: • BE UNDER THE AGE OF 22 AND NOT HAVE A SPOUSE OR COMMON-LAW PARTNER; OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT AND HAVE BEEN CONTINUOUSLY ENROLLED AND IN ATTENDANCE AS FULL-TIME STUDENTS IN A POST-SECONDARY INSTITUTION ACCREDITED BY THE RELEVANT GOVERNMENT AUTHORITY SINCE BEFORE THE AGE OF 22 (OR SINCE MARRYING OR ENTERING INTO A COMMON-LAW RELATIONSHIP, IF THIS HAPPENED BEFORE THE AGE OF 22); OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT SINCE BEFORE THE AGE OF 22 AND BE UNABLE TO PROVIDE FOR THEMSELVES DUE TO A MEDICAL CONDITION.
DEPENDENT CHILD OF A DEPENDENT CHILD	• REFERS TO CHILDREN OF DEPENDENT CHILDREN OF THE PRINCIPAL APPLICANT OR THOSE OF HIS OR HER SPOUSE OR COMMON-LAW PARTNER.

Merge Template

If you search a client and GCMS gives you two client ID's you will have to send an email to QRC.

The email is sent to QRC-MERGES@cic.gc.ca

Subject line should read: FOSS MERGE REQUEST PR.

MERGE REQUEST TEMPLATE TO BE PASTED INTO AN E-MAIL

HELLO: PLEASE COMPLETE THE FOLLOWING MERGE:

LAST NAME, FIRST NAME –

DATE OF BIRTH –

COUNTRY OF BIRTH –

DUPLICATE FOSS ID NUMBERS (NO HYPHENS/NO SCREENSHOTS) -

PREFERRED ID-

REASON FOR THIS ID -

Thank you,

This Template is located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- Z-Merge Request Template

Undisclosed Rep Procedures

An **undisclosed rep** is a representative who does not want you to know that they have helped the principal applicant out with their application forms. Undisclosed reps usually try to hide they had any involvement with the application because we are legally not allowed to conduct business with them.

1. Open file (organize)

2. Check for rep form (IMM5476 or IMM5474)

3. Check **mailing address**; you are basically looking for a mailing address that doesn't make sense for a client to use unless they have a paid rep on file; (look for something in mailing address to indicate that client may have an undisclosed rep; such as; **"c/o"** , **"advocate"**, **"suite #"**, etc. *Note; keep in mind that clients are allowed to use other mailing address such as family or friends, if you come across a "c/o Danielle Smith, it is useful to have a quick look at the additional family information page to see if Danielle Smith is in fact a member of the PA's family.*

4. Check **email address** (look for something in email address to indicate that client may have an undisclosed rep on file; such as the name in email not matching the principal applicant on file. For example principal applicant name on file is- Patel, Kaur, however email address is; mark@immigrationspecialist.com. It is also important to pay attention to "tell" words in email such as "immigration", "law", "advocate", etc.

5. You may have an idea whether or not you **suspect** an undisclosed rep. If you do suspect an undisclosed rep, it may be useful to have a quick look on the client's **original mailing envelope** to see if more info concerning mailing address is present.

6. If you suspect an undisclosed rep, you can go onto the **G-Drive** under **CIO mailroom**, go to **suspected reps** and try to verify your suspected rep. Whether or not you can verify your suspected rep you should complete the next step to follow as well.

7. Go onto Google website, type in the mailing address from application. See if anything concerning your address pops up in regards to immigration. For example; you type in;

   C/O Dawn Rose, 151 Red Street, Suite 121, BC, Canada, Google will provide pages related to your search...look at the pages Google brings up and see if you can match up the mailing address on application, email address on application and possibly phone number on application. If you can link the mailing address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

8. If you have done a Google search for mailing address on application but cannot find a match/link, you can **Google the email address** provided on application. If you don't get a match via email you can move around the email address a bit, for example; mark@immigrationspecialist.com entered on Google; no match/link,

You could try to Google; markimmigrationspecialist; no match/link,
You could try; immigrationspecialist.com and so on until you've exhausted your possibilities searching email. If you can link the email address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

9. After performing your Google search on mailing/email address you only have two options;
   1. You have not found a match/link between mailing address/email address/phone # on Google; in this case you must let application go through as normal. You must let your suspicions go and process as normal.

   2. You have found a match/link between the mailing address/email address on application and Google search websites; you know that there is an undisclosed rep on file. By this point, you should already have Google web page printed out and attached to file. You must finish completeness checking application as per regular procedures. If the file would have been a **return**, attach any relevant appendix to application and give file to team leader, making sure that undisclosed rep info is on the top and appendix directly follows. If the file is **complete,** make sure that undisclosed rep info is on the top of the file and give file to team leader.

Procedures for Returning Original Docs

1. When you receive an original "old" document, we will now be making a copy of that document and placing the copy on file and returning the original with the attached letter. These originals would consist of original passports, original marriage certificates that are yellowed, ragged and wrinkled, original credit cards, original sin cards, etc. (documents that look irreplaceable) these do not include identity documents from India or any other regular identity document unless again they look irreplaceable. These documents should be easy to spot as they are very old looking. If you are unsure if a document should be returned, please do not hesitate to contact one of the team leaders.

   This letter can be located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- QSW Documents
- z-Ltr-ENG- return original docs

2. Please note if your file is complete you will have to enter a note in GCMS stating that you returned an original document on a complete file; (please see " useful notes" below for an example of what note your note should say.

Note for files that are complete but have had an original doc returned to them;

Please note; PA provided original documents. Documents included were birth cert (for spouse and PA), marriage registration cert... All of these original docs have been sent back to mailing address on file as of INSERT DATE. A photocopy of each of these documents remains on complete application.

You will need to make appropriate changes to note to list what original documents were received and you returned back to client.

You will only be returning original documents that appear to be old and irreplaceable (usually yellowed, ripped, etc...), original passports, driver's license, ID cards, etc... All other original documents will follow the procedures on page 2 of this manual.

000531

Applications and Required Documents

CIC SYDNEY

FEB 11 2013

CIC MAILROOM

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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PAGE 1 of 5

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BA 550

GENERIC APPLICATION FORM FOR CANADA

APPLICATION DETAILS

1 Type of immigration under which you are applying: Economic

2 Category under which you are applying: Quebec Selected Skilled Worker

Office use only: validated: Yes

3 How many family members, including you, are in this application (see instructions guide)? 1

4 Location of office requested for processing this application: Ankara / Turkey

5 Language preference for: a) Correspondence: English; b) Interview: English; c) Interpreter requested: No

6 Where do you intend to live in Canada? a) Province/Territory: QC; b) City/Town: Mont-Laurier

7 a) Have you received your Certificat de Sélection du Québec (CSQ)? ☐ No ☑ Yes; b) If yes, file number; c) If no, when did you apply for your CSQ? yyyy-mm-dd

PERSONAL DETAILS

1 Full Name
Family name(s) (exactly as shown on your passport or travel document):
Given name(s) (exactly as shown on your passport or travel document):

2 Have you ever used any other name (e.g. Nickname, maiden name, alias, etc.)? ☑ No ☐ Yes
Family name(s):
Given name(s):

3 Sex: Female

4 Height: cm OR ft in

5 Eye colour: Brown

6 Date of birth: yyyy-mm-dd

7 Place of Birth: City/Town: Tehran; Country: Iran

8 Citizenship(s): a) Iran; b)

9 Current country of residence:

Country	Status	Other	From	To
Iran	Citizen		yyyy-mm-dd	yyyy-mm-dd

10 Date and place of your last entry to Canada: Date: yyyy-mm-dd; Place:

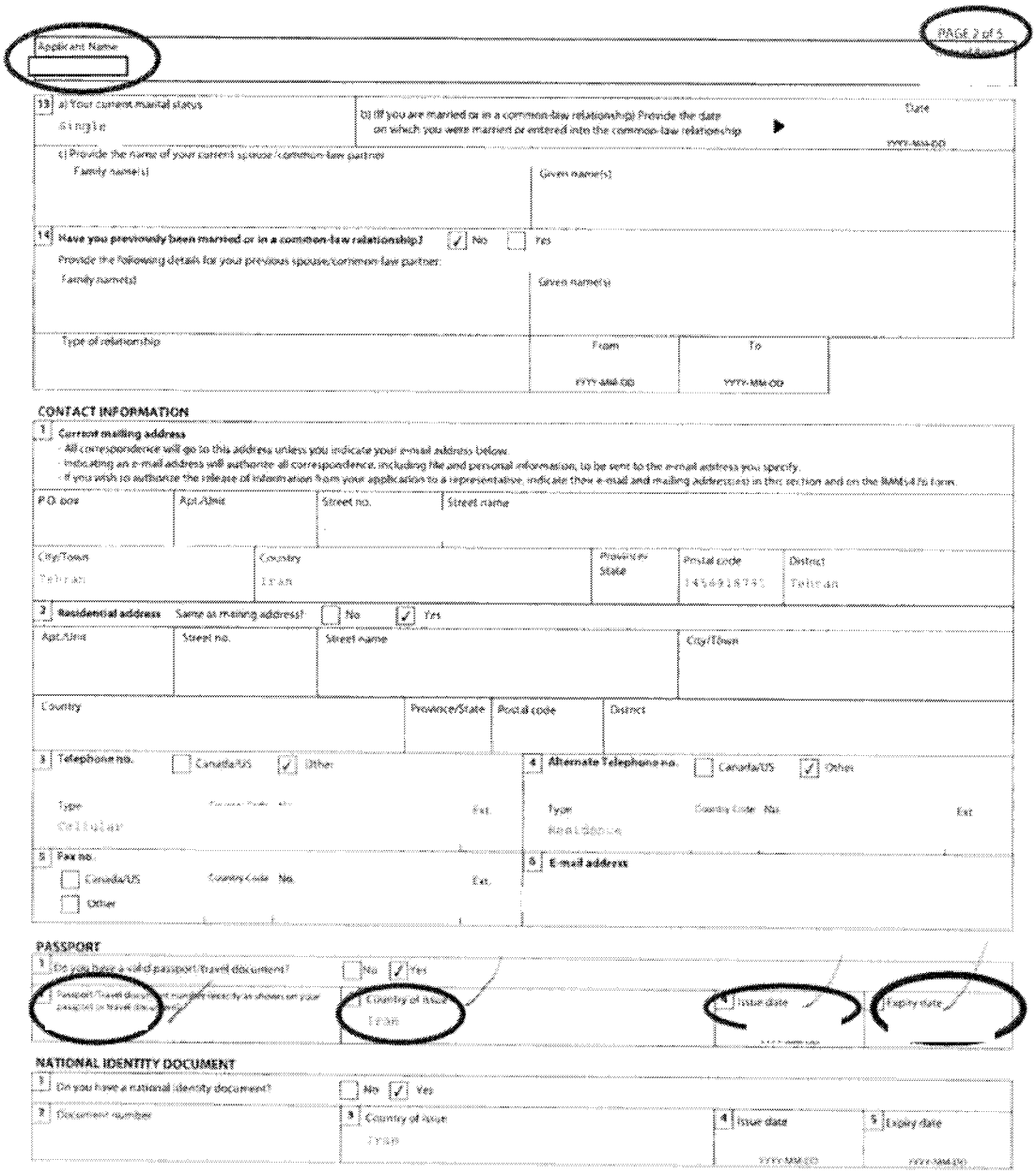
11 Previous countries of residence: During the past five years have you lived in any country other than your country of citizenship or your current country of residence indicated above for more than six months? ☑ No ☐ Yes

Country	Status	Other	From	To
			yyyy-mm-dd	yyyy-mm-dd
			yyyy-mm-dd	yyyy-mm-dd

IMM 0008 (12-2012)

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants.
(DISPONIBLE EN FRANÇAIS - IMM 0008 F)

Canada



Applicant Name

PAGE 2 of 5

13 a) Your current marital status
Single

b) (If you are married or in a common-law relationship) Provide the date on which you were married or entered into the common-law relationship
Date
YYYY-MM-DD

c) Provide the name of your current spouse/common-law partner
Family name(s)
Given name(s)

14 Have you previously been married or in a common-law relationship? ☑ No ☐ Yes

Provide the following details for your previous spouse/common-law partner:
Family name(s)
Given name(s)
Type of relationship
From YYYY-MM-DD
To YYYY-MM-DD

CONTACT INFORMATION

1 Current mailing address
- All correspondence will go to this address unless you indicate your e-mail address below.
- Indicating an e-mail address will authorize all correspondence, including file and personal information, to be sent to the e-mail address you specify.
- If you wish to authorize the release of information from your application to a representative, indicate their e-mail and mailing address(es) in this section and on the IMM 5476 Form.

P.O. box | Apt./Unit | Street no. | Street name
City/Town: Tehran | Country: Iran | Province/State | Postal code: 1456918791 | District: Tehran

2 Residential address Same as mailing address? ☐ No ☑ Yes
Apt./Unit | Street no. | Street name | City/Town
Country | Province/State | Postal code | District

3 Telephone no. ☐ Canada/US ☑ Other
Type: Cellular | Country Code | No. | Ext.

4 Alternate Telephone no. ☐ Canada/US ☑ Other
Type: Home | Country Code | No. | Ext.

5 Fax no.
☐ Canada/US | Country Code | No. | Ext.
☐ Other

6 E-mail address

PASSPORT

1 Do you have a valid passport/travel document? ☐ No ☑ Yes

2 Passport/Travel document number exactly as shown on your passport or travel document | 3 Country of issue: Iran | 4 Issue date YYYY-MM-DD | 5 Expiry date YYYY-MM-DD

NATIONAL IDENTITY DOCUMENT

1 Do you have a national identity document? ☐ No ☑ Yes

2 Document number | 3 Country of issue: Iran | 4 Issue date YYYY-MM-DD | 5 Expiry date YYYY-MM-DD

IMM 5669 (E) 2017-01

5669E 2017

Applicant Name

EDUCATION/OCCUPATION DETAIL

1 Highest level of education	2 Number of years of education in total
3 Current occupation	4 Intended occupation

LANGUAGE DETAIL

1 a) Native language	b) If your native language is not English or French, which one do you use most frequently?	2 Are you able to communicate in English and/or French?
Farsi	French	Both

Applicant Name
PAGE 4 of 5

Applicant Name

PAGE 5 of 5

CONSENT AND DECLARATION OF APPLICANT

Consent to release information to intended province/territory of destination

I, (first name, last name) [redacted] on behalf of myself and all dependants included in this application, authorize Citizenship and Immigration Canada to share the information collected in this application as well as supporting documentation with Provincial and Territorial authorities when responsible for immigration for the purposes of the *Immigration and Refugee Protection Act*.

I agree that the information contained in this application related to my intended occupation, education and work experience may be shared with prospective employers in order to assist them in hiring workers.

☐ No ☑ Yes

Consent to release information for Evaluation purposes

This declaration covers the information I have provided on this form and all the information submitted in my application as well as in the attached schedules and accompanying documents.

I understand that any false statements or concealment of a material fact may result in my exclusion from Canada and may be grounds for my prosecution or removal.

I also understand that should I be found to be inadmissible for misrepresentation under section 127 of the *Immigration and Refugee Protection Act*, I may be barred from entering Canada for a period of two years following a final determination of my inadmissibility or, if this determination is made in Canada following my removal from Canada.

I understand that if I wish to work in a regulated occupation, it is my responsibility to obtain information on the licensing requirements from the appropriate regulatory body in Canada and that should I be issued a visa for Canada, I am not guaranteed employment in Canada in my occupation or in any other occupation.

I understand that should I be issued a visa for Canada, conditions may be imposed on me at the time of its issuance and that I will be required to meet these.

I understand all the foregoing statements, having asked for and obtained an explanation on every point that was not clear to me.

I realize that once this document has been completed and signed, it will form part of my Immigration Record and will be used to verify my family details on future applications.

I will immediately inform the visa office where I submitted my application if any of the information or the answers provided in my application forms change.

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

Signature of Applicant or Parent/Legal Guardian for a person less than 18 years of age

Date YYYY-MM-DD

IMPORTANT NOTE:
This application must be signed and dated before it is submitted.
Do not forget to include: photos, fees (if applicable), and any other documents required by the visa office. Review application guide and list for more information and verify you have completed all of the required documents as per the document checklist.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada. It will be stored in Personal Information Bank CIC PPU 042 and may be used or shared with other federal government institutions, provincial governments, foreign governments, law enforcement bodies and designated organizations with respect to the administration and enforcement of immigration legislation in accordance with subsection 8(2) of the Privacy Act. Information may also be disclosed to

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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SCHEDULE A
BACKGROUND / DECLARATION

The principal applicant, his or her spouse or common-law partner, if applicable, and all dependent children aged 18 years or older listed in the application for permanent residence must complete their own copy of this form.

If there is not enough space to provide all the necessary information, attach to this form a separate sheet of paper with further details. Print your name at the top of each additional sheet and indicate the form's title and the number of the question you are answering.

Before you start completing this form, make enough photocopies for your needs. You can also print all or part of this form from our Web site at www.cic.gc.ca.

BEFORE YOU START, READ THE INSTRUCTION GUIDE
TYPE or PRINT in black ink

☑ The principal applicant ☐ The spouse, common-law partner ☐ A dependent child aged 18 years or older of the principal applicant

1. **Your full name**
   Family name
   Given name(s)

2. **Your full name written in your native language or script** (e.g., Arabic, Cyrillic, Chinese, Korean, Japanese characters or Chinese commercial/telegraphic code)

3. **Your date of birth**

4. **Personal details of your father**
   Family name
   Given name(s)
   Date of birth (Year / Month / Day)
   Town/City of birth
   Country of birth
   Date of death, if deceased (Year "NA" / Month "NA" / Day "NA")

5. **Personal details of your mother**
   Family name at birth
   Given name(s)
   Date of birth (Year / Month / Day)
   Town/City of birth
   Country of birth
   Date of death, if deceased (Year "NA" / Month "NA" / Day "NA")

6. **Have you, or, if you are the principal applicant, any of your family members listed in your application for permanent residence in Canada, ever:**

	YES	NO
a) been convicted of a crime or offence in Canada for which a pardon has not been granted under the *Criminal Records Act of Canada*?	☐	☑
b) been convicted of, or are you currently charged with, on trial for, or party to a crime or offence, or subject of any criminal proceedings in any other country?	☐	☑
c) made previous claims for refugee protection in Canada or at a Canadian visa office abroad, in any other country or countries, or with the United Nations High Commissioner for Refugees (UNHCR)?	☐	☑
d) been refused refugee status, an immigrant or permanent resident visa (including a *Certificat de sélection du Québec* (CSQ) or application to the *Provincial Nominee Program*) or visitor or temporary resident visa, to Canada or any other country?	☐	☑
e) been refused admission to, or ordered to leave, Canada or any other country?	☐	☑
f) been involved in an act of genocide, a war crime or in the commission of a crime against humanity?	☐	☑
g) used, planned or advocated the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
h) been associated with a group that used, uses, advocated or advocates the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
i) been member of an organization that is or was engaged in an activity that is part of a pattern of criminal activity?	☐	☑
j) been detained, incarcerated or put in jail?	☐	☑
k) had any serious disease or physical or mental disorder?	☐	☑

If your answer to any of these questions is YES, provide details below.

"NA"

7. **Education**

Give the number of years of school you successfully completed for each of the following levels of education.

Elementary/ primary school	Secondary/ high school	University/ college	"NA" Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. **Personal history**

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, traveling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. **Membership or association with organizations**

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country
"NA"	"NA"	"NA"	"NA"	"NA"	"NA"	"NA"	"NA"

10. **Government positions**

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held
"NA"	"NA"	"NA"		"NA"	"NA"	"NA"

7. Education

Give the number of years of school you successfully completed for each of the following levels of education.

	Elementary/ primary school	Secondary/ high school	University/ college	Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. Personal history

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. Membership or association with organizations

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country

10. Government positions

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held

IMM 5669 (01-2011) E

11. Military service

Provide below details of military service for each of the countries in whose armed forces you served.
Write "NONE" in the box if you have not undertaken military service.

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

12. Addresses

List all addresses where you have lived since your 18th birthday. Do not use P.O. box addresses.

From Y	From M	To Y	To M	Street and number	City or town	Province, State or District	Country

IMM 5669 (07-2011) E

Authority to disclose personal information

By submitting this form, you consent to the release to Canadian government authorities of all records and information any government authority, including police, judicial and state authorities in all countries in which you have lived may possess on your behalf concerning any investigations, arrests, charges, trials, convictions and sentences. This information will be used to assist in evaluating your suitability for admission to Canada or remaining in Canada pursuant to Canadian legislation.

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

Signature | Date Year Month Day

DO NOT COMPLETE THE FOLLOWING SECTION NOW. YOU MAY BE ASKED TO SIGN IN THE PRESENCE OF A REPRESENTATIVE OF THE CANADIAN GOVERNMENT OR AN OFFICIAL APPOINTED BY THE CANADIAN GOVERNMENT.

Solemn declaration

I, _____, do solemnly declare that the information I have given in the foregoing application is truthful, complete and correct, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath.

Interpreter declaration

I, _____, do solemnly declare that I have faithfully and accurately interpreted in the _____ language the content of this application and any related forms to the person concerned.

I have been informed by the person concerned, and I do verily believe, that he or she completely understands the nature and effect of these forms, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as is made under oath.

Signature of applicant

Signature of interpreter

Declared before me at _____ this _____ day of _____ of the year _____

Canadian Government official — Name ▶ _____ Signature ▶ _____

Please print or type

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence. It will be stored in Personal Information Banks (PPU 039 entitled Overseas Immigration Case File and PPU 042 entitled Immigrant Case File). It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the provisions of the *Privacy Act* and the *Access to Information Act*, individuals have the right to protection of and access to their personal information. Details on these matters are available at the Infosource website (http://infosource.gc.ca) and are also available at public libraries across Canada.

IMM 5669 (07-2011) E

You will need a Schedule A for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PAGE 1 OF 2

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IMM 5562 (05-2004) English

SUPPLEMENTARY INFORMATION
Your travels

The principal applicant must complete this form.

If there is not enough space to provide all the necessary information, use an extra sheet of paper. Print your name and the form's title on the additional sheet.

FOR OFFICE USE ONLY

1 - Your full name

Family name

Given name(s)

2 - List all trips you, and if applicable, your family members have taken outside your country of origin or of residence in the last ten years (or since your 18th birthday if this was less than ten years ago). Include all trips: tourism, business, training, etc. If you or your family member did not travel outside of your country during this period, check "did not travel".
For example:

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
04-2004	04-2004	6 days	Madrid, Spain	Business

a) You ☑ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

b) Your spouse or common-law partner ☐ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

c) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

d) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

e) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence according to the requirements of the Act. It will be retained in Personal Information Bank CIC PPU 039 entitled Overseas Immigration Case File identified in **Infosource**. It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5562 05-2004 E

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PAGE 1 OF 1

SCHEDULE 5
DECLARATION OF INTENT TO RESIDE IN QUEBEC
ECONOMIC CLASSES

The principal applicant must complete this form.

1. Your full name
   Family name
   Given name(s)

2. Your date of birth (Day / Month / Year)

Declaration

I declare that my family members and I intend to live in the Province of Québec.

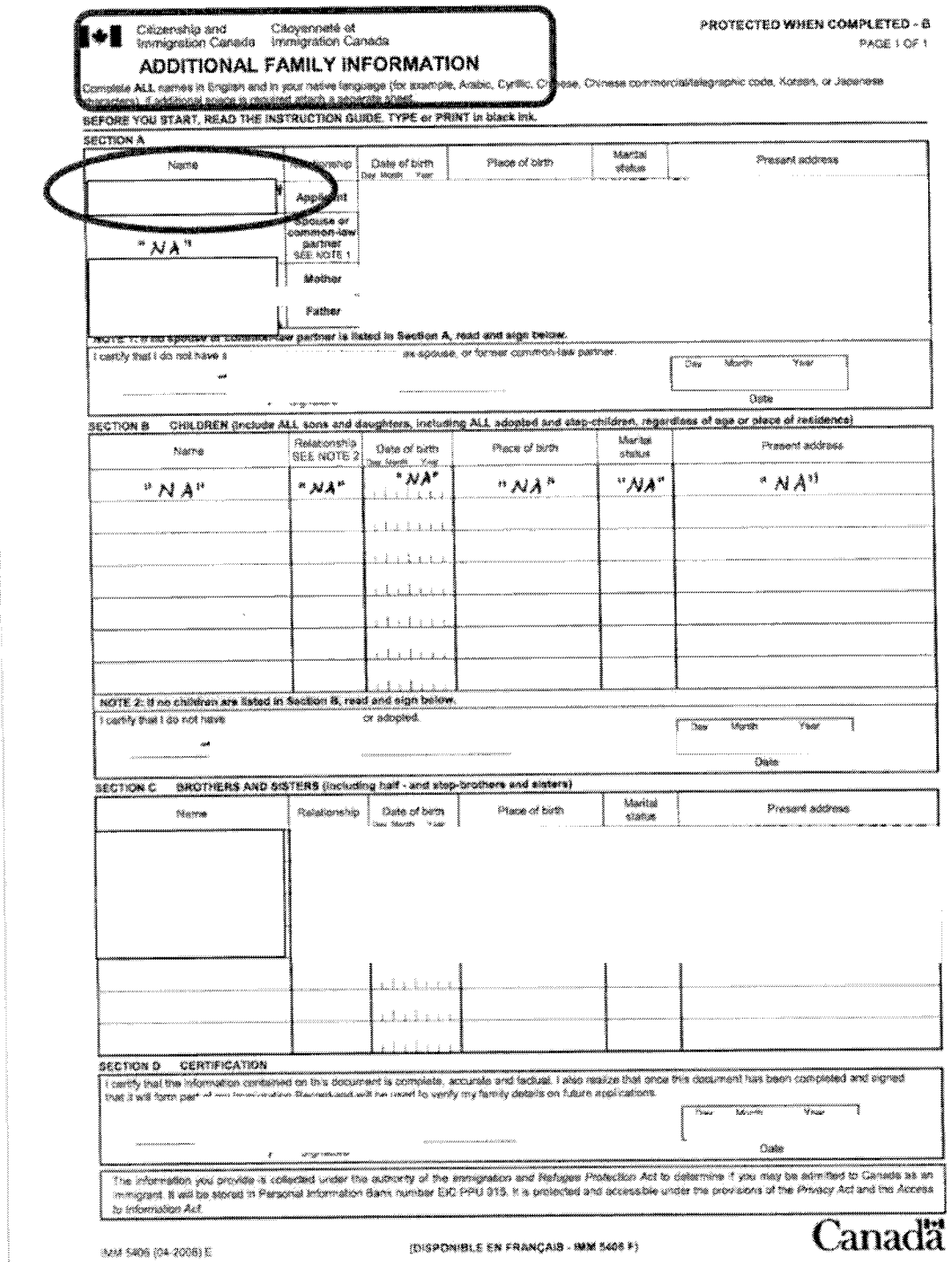
I authorize the Government of Canada to share all necessary information with respect to my application for permanent residence in Canada, including the decision made on the application, with officials of the Province of Québec.

Signature

Date

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants.
(DISPONIBLE EN FRANÇAIS - IMM 0008 F ANNEXE 5)

Canada



Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

PAGE 1 OF 1

ADDITIONAL FAMILY INFORMATION

Complete ALL names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). If additional space is required, attach a separate sheet.

BEFORE YOU START, READ THE INSTRUCTION GUIDE. TYPE or PRINT in black ink.

SECTION A

Name	Relationship	Date of birth (Day Month Year)	Place of birth	Marital status	Present address
	Applicant				
"NA"	Spouse or common-law partner SEE NOTE 1				
	Mother				
	Father				

NOTE 1: If no spouse or common-law partner is listed in Section A, read and sign below.

I certify that I do not have a ... ex-spouse, or former common-law partner.

Day Month Year

Date

SECTION B CHILDREN (include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Name	Relationship SEE NOTE 2	Date of birth (Day Month Year)	Place of birth	Marital status	Present address
"NA"	"NA"	"NA"	"NA"	"NA"	"NA"

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have ... or adopted.

Day Month Year

Date

SECTION C BROTHERS AND SISTERS (including half - and step-brothers and sisters)

Name	Relationship	Date of birth (Day Month Year)	Place of birth	Marital status	Present address

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of my immigration file and will be used to verify my family details on future applications.

Day Month Year

Date

The information you provide is collected under the authority of the Immigration and Refugee Protection Act to determine if you may be admitted to Canada as an immigrant. It will be stored in Personal Information Bank number EIC PPU 915. It is protected and accessible under the provisions of the Privacy Act and the Access to Information Act.

IMM 5406 (04-2008) E

(DISPONIBLE EN FRANÇAIS - IMM 5406 F)

Canada

You will need an Additional Family Info form for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

IMM 5476 (03-2012) E

USE OF A REPRESENTATIVE

You do not need to hire an immigration representative, it is your choice. No one can guarantee the approval of your application. All the forms and information that you need to apply are available free at www.cic.gc.ca.

A representative is someone who has provided advice or guidance to you prior to submitting your application, following the submission of your application, and/or someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA). You may have **one** representative only. If you appoint an additional representative, the previous representative will no longer be authorized to conduct business on your behalf and receive information on your case file.

I am: ☐ appointing a representative. **Complete Sections A, B and D.**

☐ cancelling the appointment of a representative. **Complete Section A, C and D.**

SECTION A: APPLICANT INFORMATION

1. **Your full name**

   Family name (Surname)

   Given name(s)

2. **Your date of birth** (Year / Month / Day)

3. **If you have already submitted your application:**

   Name of office where the application was submitted

   Location of office

   Type of application (permanent residence, extension of study permit, etc.)

4. **Your Citizenship and Immigration Canada identification number (if known)**

   Client Identification (ID) or Unique Client Identifier (UCI) number

SECTION B: APPOINTMENT OF REPRESENTATIVE

- I authorize the following individual to serve as my representative and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.
- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file and that of my dependent children under 18 years of age to my representative. This authorization is in accordance with the *Privacy Act*.
- I am aware that any information which would be subject to exemption, if I had the right of access under the *Privacy Act* or the *Access to Information Act*, will likely not be released.

5. **Your representative's full name**

   Family name (Surname)

   Given name(s)

6. **Your representative** (choose one)

   is UNCOMPENSATED and is a:

   ☐ family member or friend

   ☐ member of a non-governmental or religious organization

   ☐ member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a Canadian provincial or territorial law society, or the *Chambre des notaires du Québec*

   ☐ other

   is or will be COMPENSATED and is a member in good standing of:

   ☐ the Immigration Consultants of Canada Regulatory Council (ICCRC)

   ▶ Membership ID number

   ☐ a Canadian provincial or territorial law society

   ▶ Which province or territory?

   ▶ Membership ID number

   ☐ the *Chambre des notaires du Québec*

   ▶ Membership ID number

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants
(DISPONIBLE EN FRANÇAIS - IMM 5476 F)

Canada

7. **Your representative's contact information**

Name of firm or organization (if applicable)

Mailing address

Postal code/ZIP

Telephone number — Country code ( ) Area code ( ) Number

Fax number — Country code ( ) Area code ( ) Number

E-mail address (if applicable)

By indicating your representative's e-mail address, you are hereby authorizing Citizenship and Immigration Canada to transmit your file and personal information to this specific e-mail address.

8. **Your representative's declaration:**

- I declare that the information in section B is truthful, complete and correct.
- I understand and accept that I am the person appointed by the applicant or sponsor's behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

Signature of representative

Date — Year Month Day

SECTION C: CANCEL THE APPOINTMENT OF A REPRESENTATIVE

I withdraw my authorization for this person to serve as my representative, to receive information on my case file and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

9. **Your representative's full name**

Family name (Surname)

Given name(s)

Name of firm or organization (if applicable)

SECTION D: YOUR DECLARATION

10.

- I declare that the information I have given is truthful, complete and correct.
- I understand all the foregoing statements, having asked for and obtained an explanation for every point that was not clear to me.

Signature of applicant

Date — Year Month Day

Signature of spouse or common-law partner (if applicable)

Date — Year Month Day

Warning! It is a serious offence to give false or misleading information on this form.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used in assessing your application according to the requirements of the Act. It will be retained in a Personal Information Bank identified in **Infosource**. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security and Intelligence Service (CSIS), where there is an agreement or arrangement with a foreign government, in accordance with subsection 8(2) of the *Privacy Act*. Pursuant to the *Immigration and Refugee Protection Regulations*, the information may also be shared with a regulatory body that is responsible for governing or investigating the conduct of representatives, such as a provincial and territorial law society, the Chambre des Notaires du Québec and the Immigration Consultants of Canada Regulatory Council (ICCRC). Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5476 (05-2013) E

This is only necessary if there is an Authorized Paid Rep or an Unpaid Rep.

Clients do not need to use a rep.

Page 549

is withheld pursuant to section

est retenue en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information

Québec

Certificat de sélection du Québec

Résidence permanente

1. Unité administrative
Direction de l'Immigration Économique - Moyen-Orient

2. Numéro du dossier

3. Numéro de référence individuel

Le présent certificat atteste que le requérant identifié ci-dessous répond aux exigences du Québec conformément à la Loi sur l'immigration au Québec (L.R.Q., c. I-0.2) et au Règlement sur la sélection des ressortissants étrangers (R.R.Q., c.M 23.1,r.2).

4. Nom à la naissance

5. Prénom

6. Autre nom ou prénom

7. Date de naissance

8. Sexe
F
Code

9. Catégorie
IQ Travailleur qualifié

10. Nombre de personnes
1

11. Région de destination
06 Montréal

12. Classification nationale des professions
3152
Infirmière autorisée

Classification type des industries

13. Entrevue
R

14. Connaissances linguistiques
NF

15. CSQ antérieur
0

16. Programme spécial

17. Bureau fédéral
PVC de ANKARA

18. Autre numéro de référence

19. Remarque
Code 130. Dossier visé par traitement prioritaire - domaine de formation.

20. Date de délivrance

21. Date d'échéance

22. Nom du fonctionnaire
Julien Bois

Code
000404

23. Signature autorisée

Avis important

Le présent certificat n'est ni une pièce d'identité, ni un document d'admission. Il ne saurait en aucun cas dispenser son titulaire du document délivré par le Gouvernement du Canada.

Conservez-le cependant précieusement ; il pourra vous être demandé au Québec.

Ministère de l'Immigration et des Communautés culturelles

2- IMMIGRATION - CANADA

Page 551

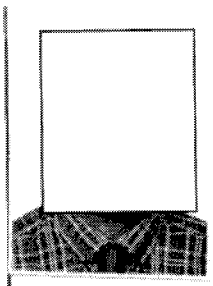
is withheld pursuant to section

est retenue en vertu de l'article

19(1)

of the Access to Information Act

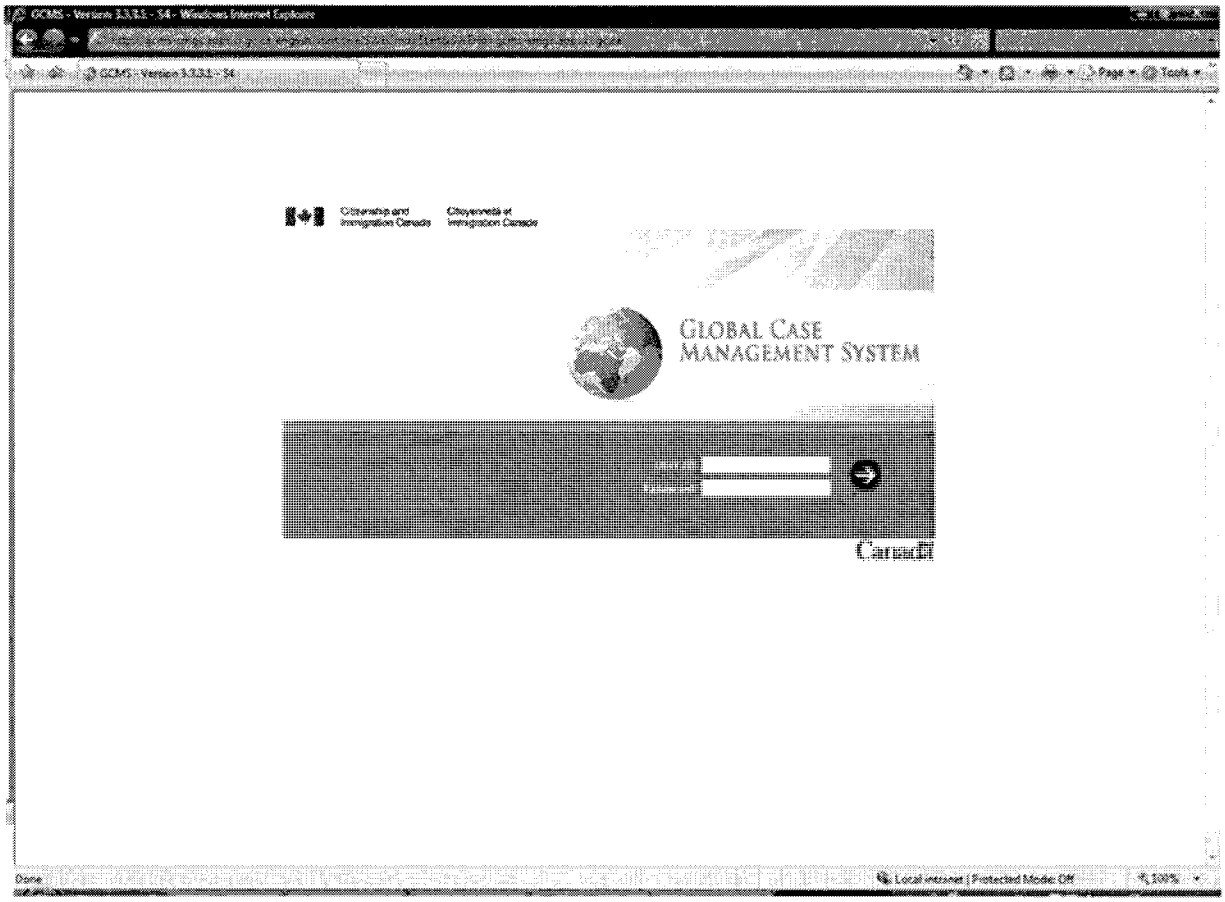
de la Loi sur l'accès à l'information



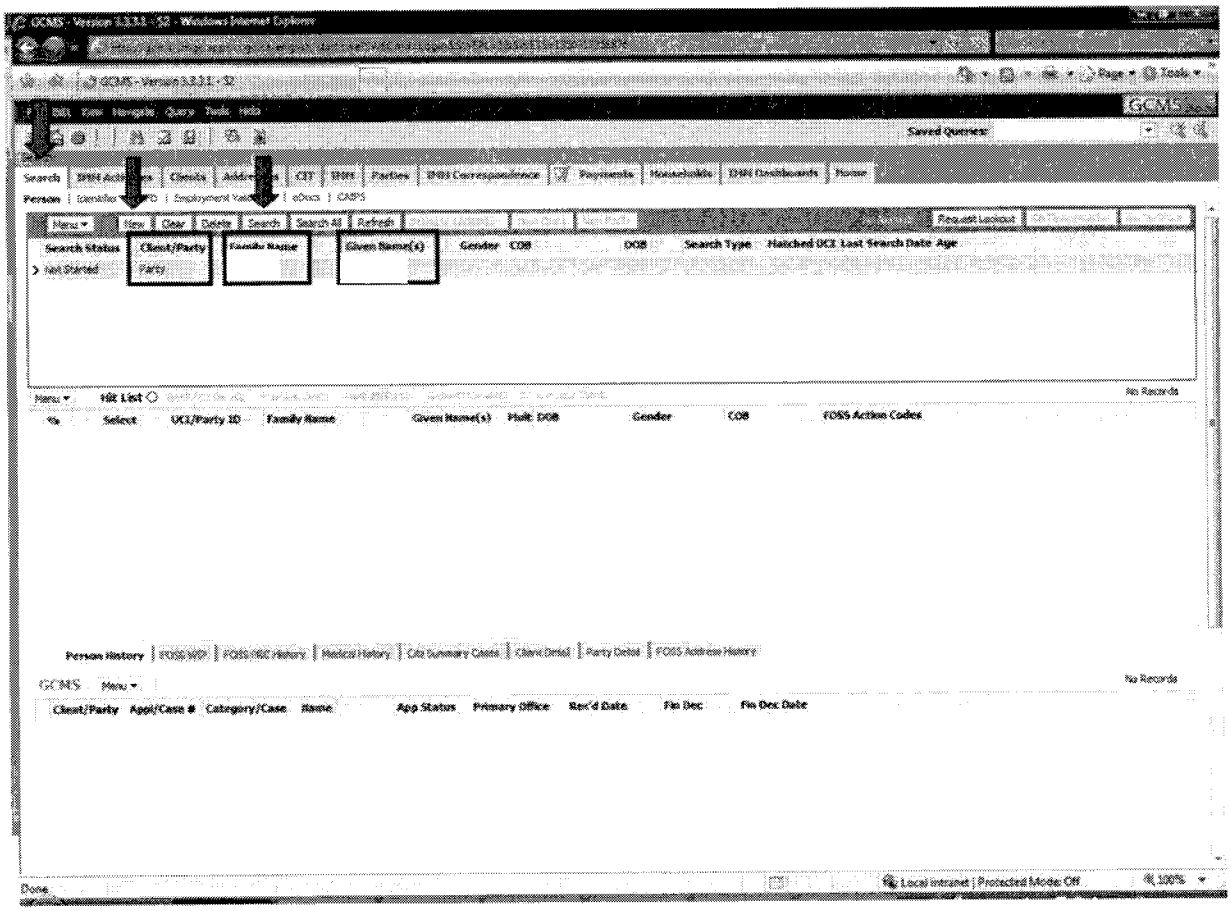
Need at least 1 picture per person on the file

GCMS Step by Step Instructions

Step by Step Instructions for Searching Reps in GCMS



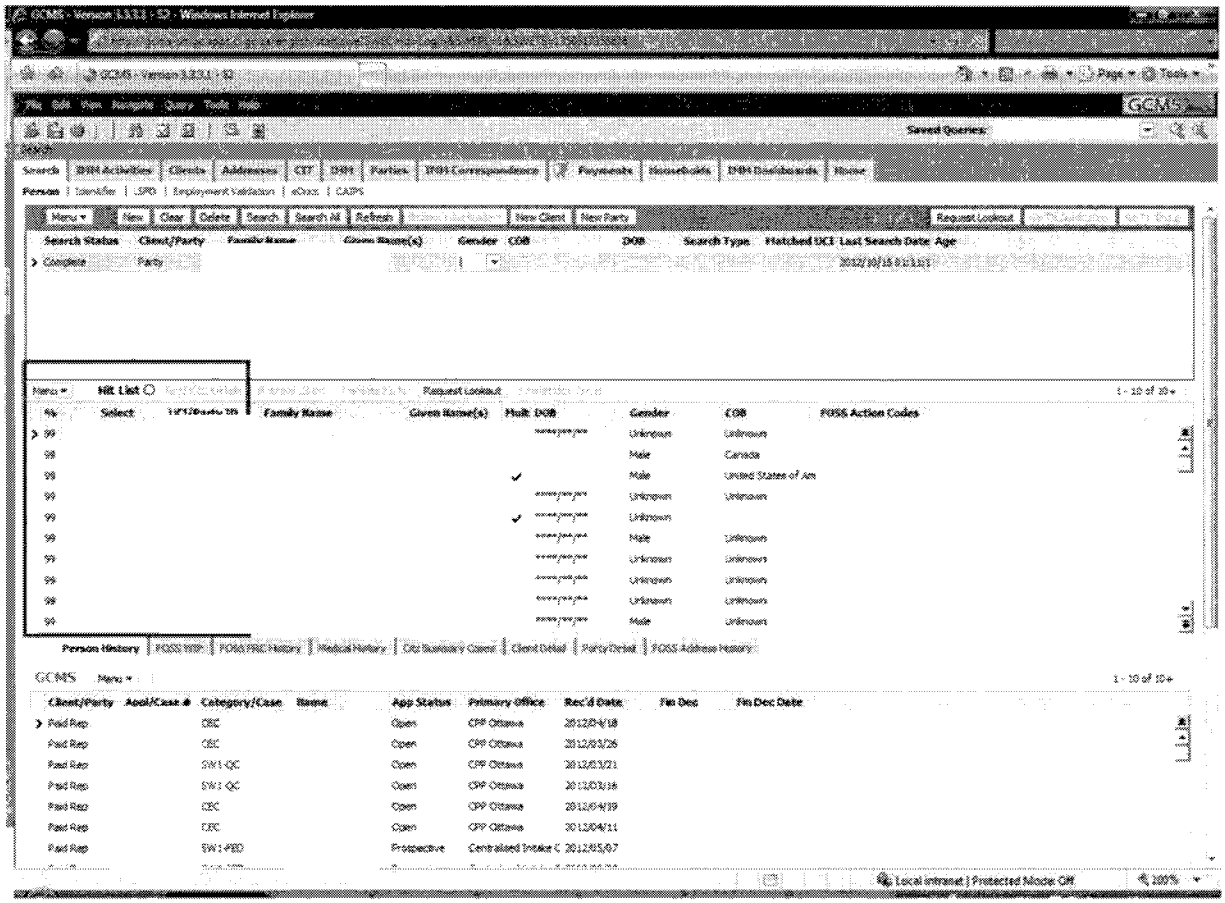
1. Log into GCMS (this is your work email address and your system password)



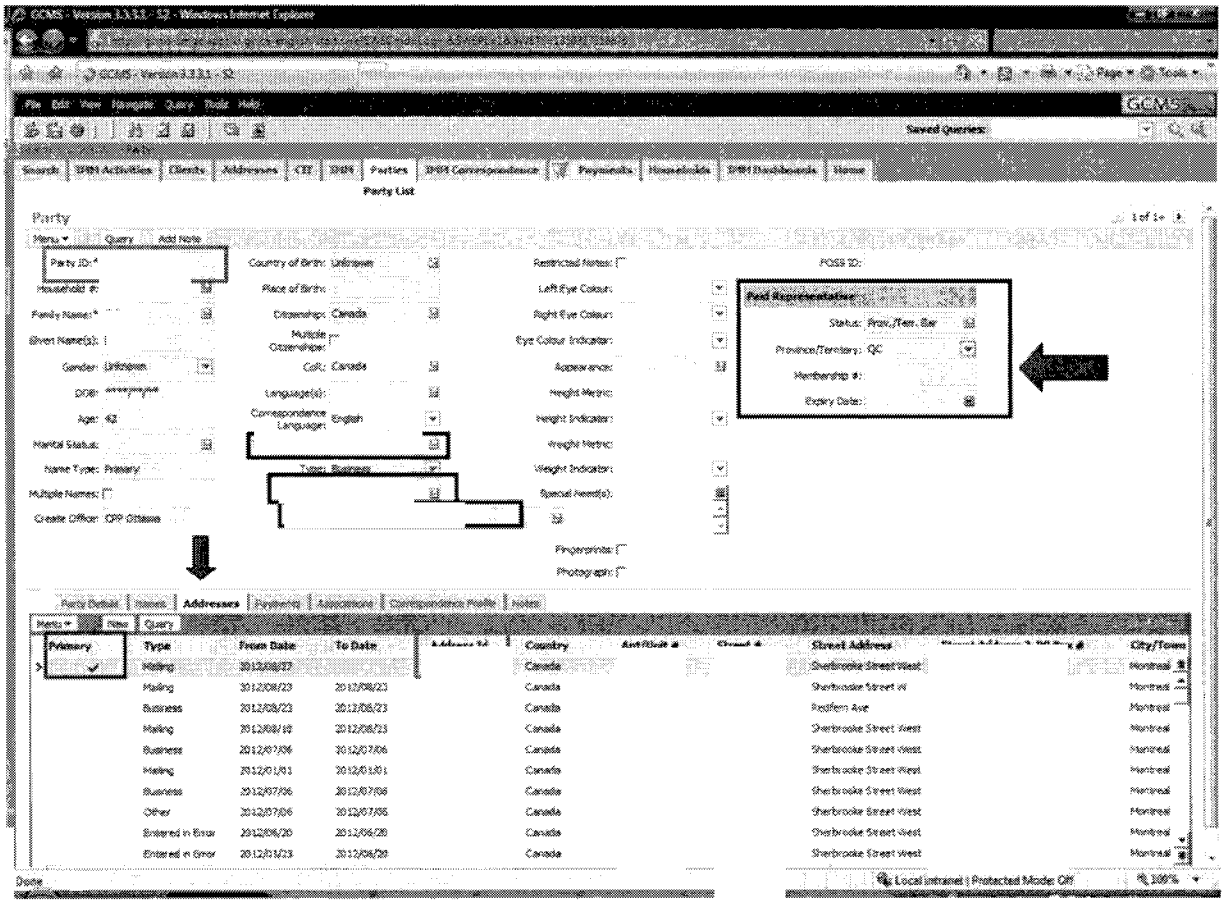
To Search a Rep in GCMS

1. Click on **Search Tab**
2. Click **New**
3. Select **Party** from **Client/Party** block
4. Enter **Family Name**
    a. Press Tab
5. Enter **Given Name(s)**
6. Click **Search**

The Rep's ID will always start with a **P**.



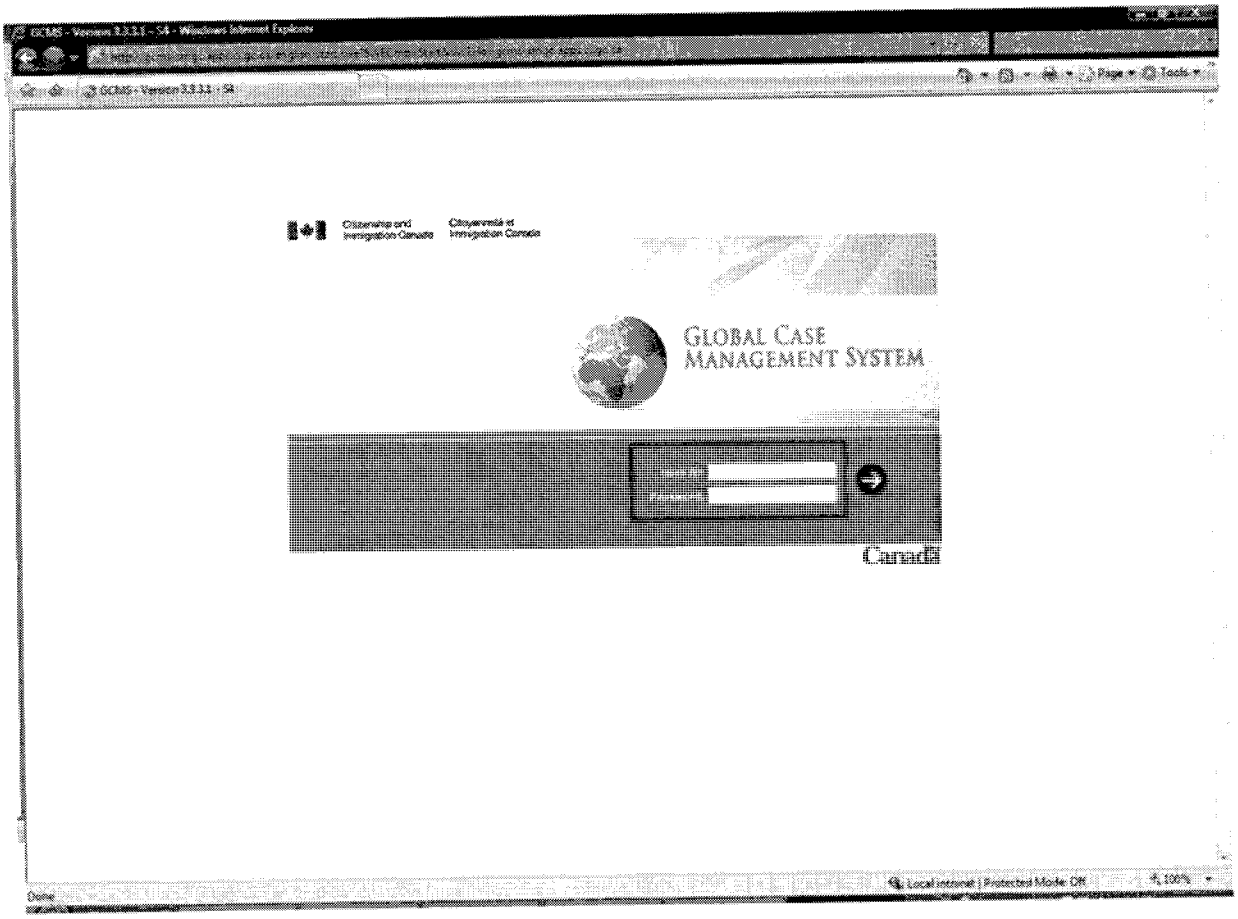
1. Click on P# (usually first one in **Hit List**)



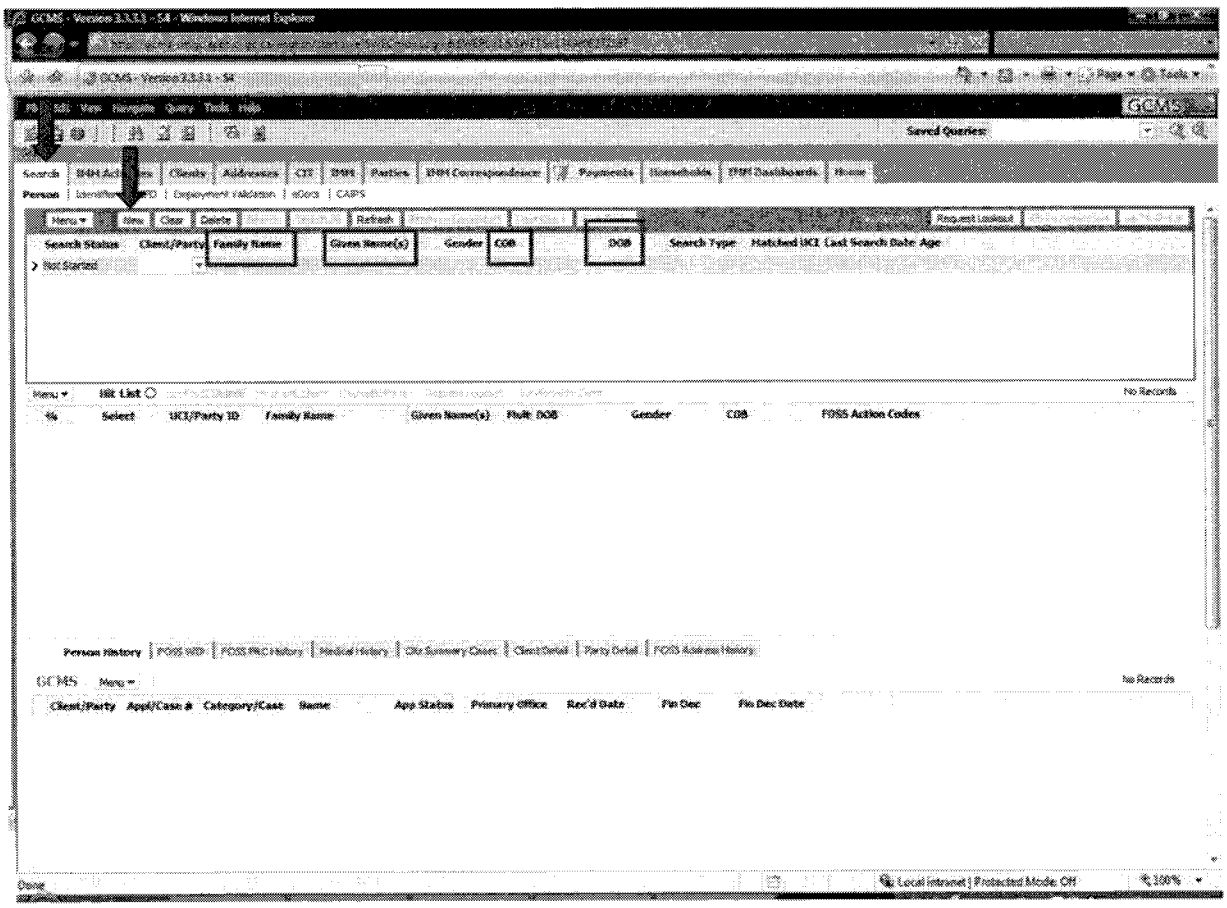
1. Confirm the following information and make any necessary changes
    a. **Telephone number**
    b. **Fax number**
    c. **Email Address**
    d. **Paid Representative details** (if applicable)
        i. **Status**
        ii. **Province/Territory** (only for lawyers)
        iii. **Membership #**
2. Click on **Address** Tab
    a. Check addresses to see if one matches the Rep form. If one does not match, create a new address to contain all necessary information.
        i. Check under Street Address 2 first, as we want to find an address that has the company name (if applicable) only
    b. Mark correct address as **Primary**

Once you have located the Rep in GCMS and have confirmed the appropriate info, write the Party ID# and the Address ID on the first page of the Rep form in the middle on the right hand side of page.

Step by Step Instructions for searching PA in GCMS



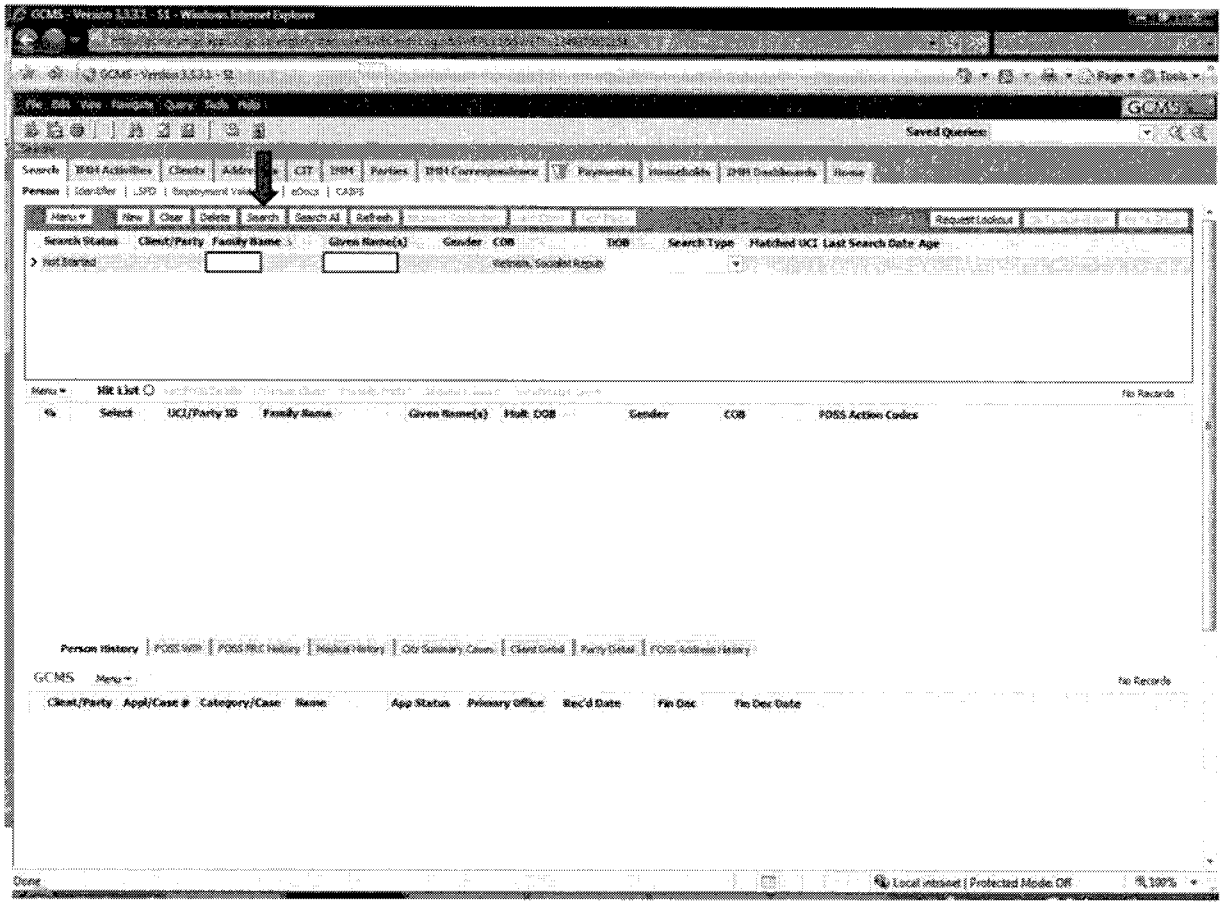
1. Log into GCMS (this is your work email address and your computer password)



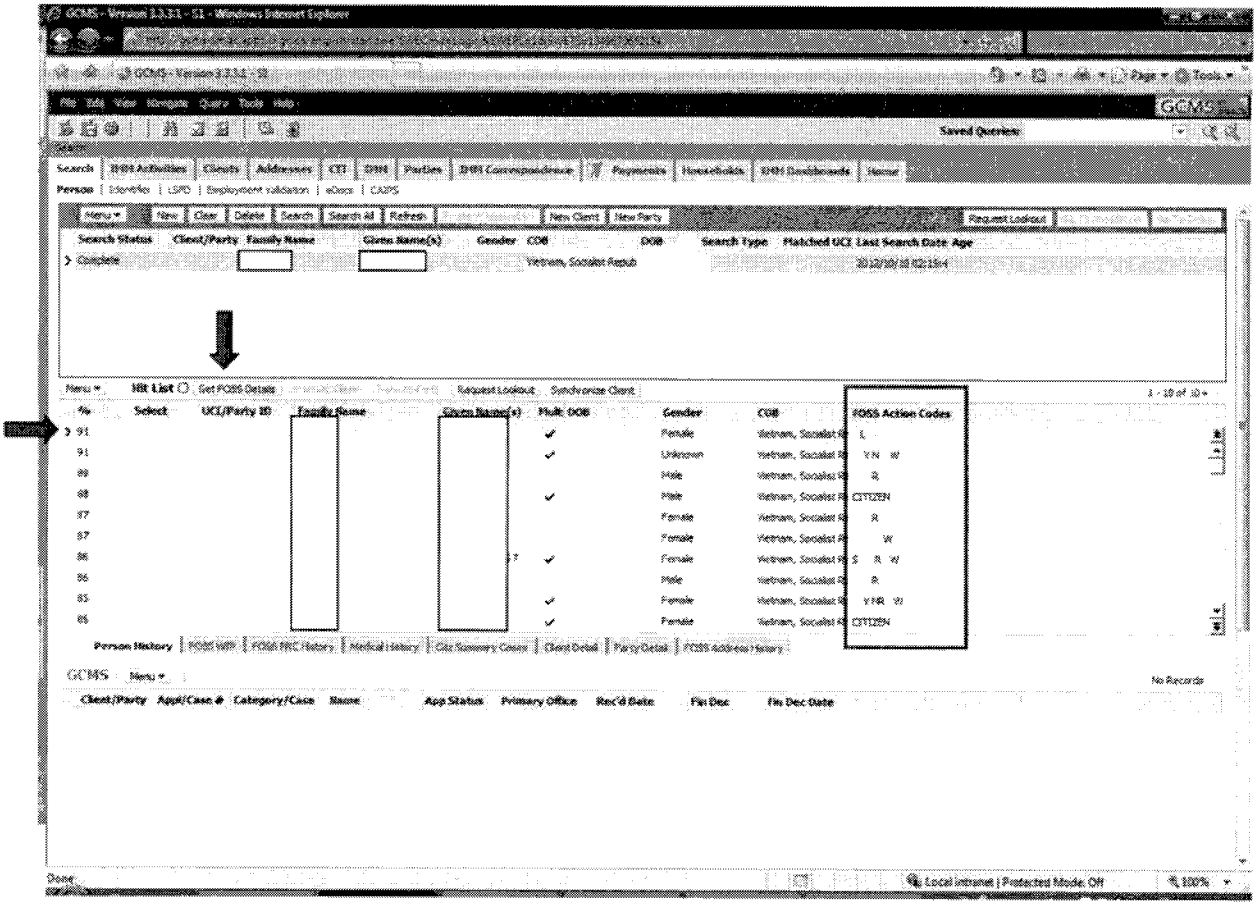
To Search Client in GCMS

1. Click **Search** Tab
2. Click "**NEW**"
3. Type in the following information under the proper fields
    a. Surname
    b. Given name
    c. DOB
    d. COB

Do not search by Gender. If gender is entered incorrectly into GCMS, you will not get all possible "HITS".



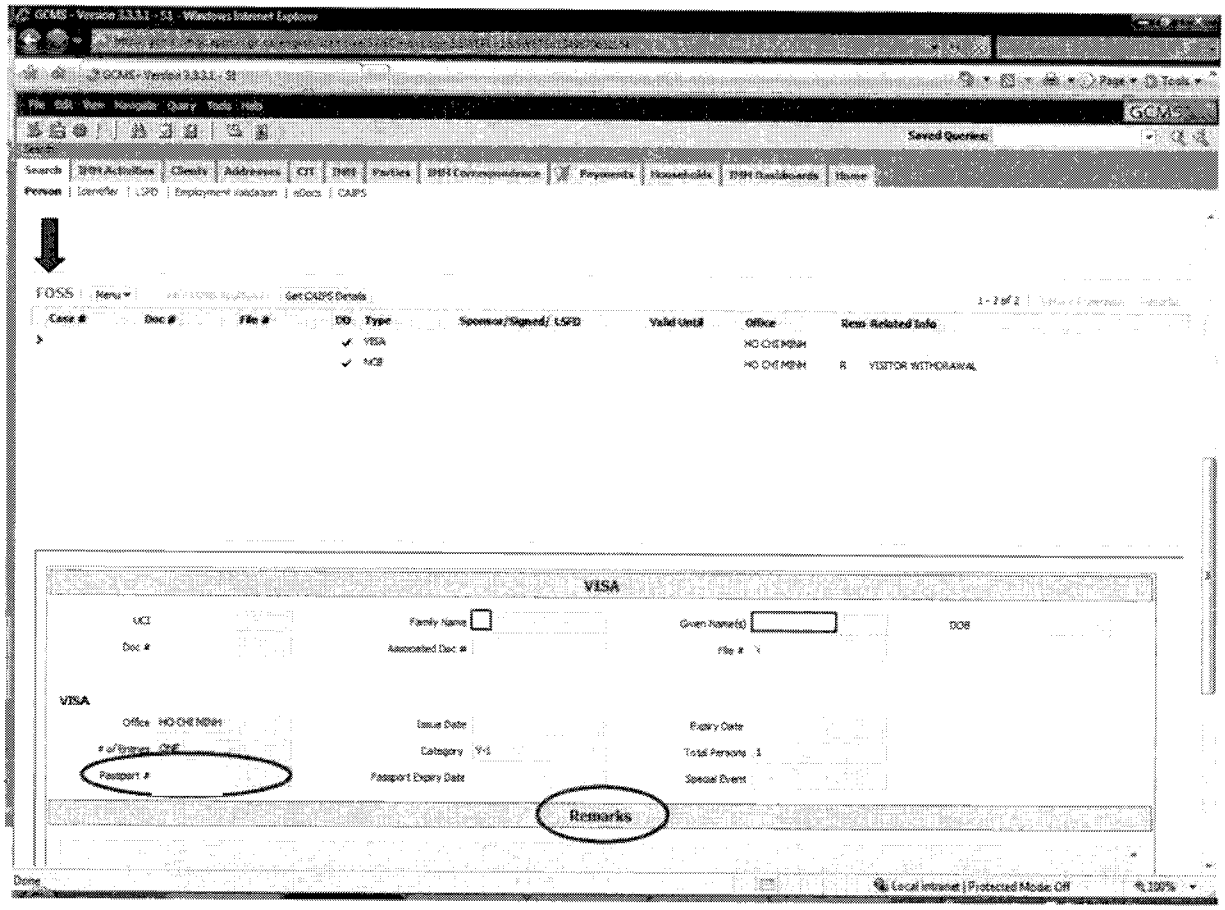
4. Click "**Search**" Button



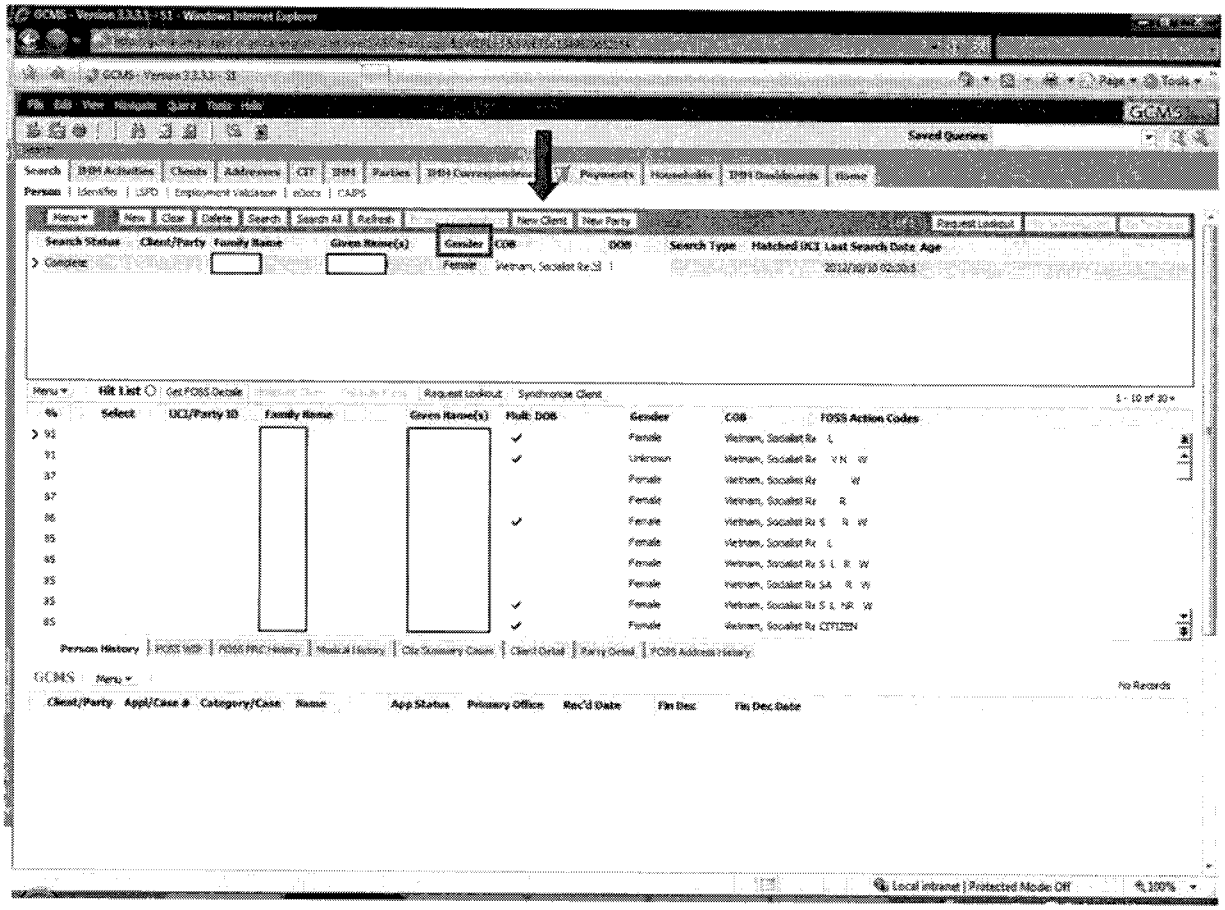
5. Scroll down and check for any hits. If you suspect you have a hit, do the following:
    a. Highlight the line you think is your PA (just click anywhere on the line except for the **FOSS ID**
    b. If there are **FOSS Action Codes** to the right hand side click "**Get FOSS details**"
        i. Pay close attention to the **FOSS Action Codes** as anyone with an "**L**" or "**CITIZEN**" may not be able to be processed, please bring these files to your Team Leader

There are a few places you can look to see if you client should be in GCMS:

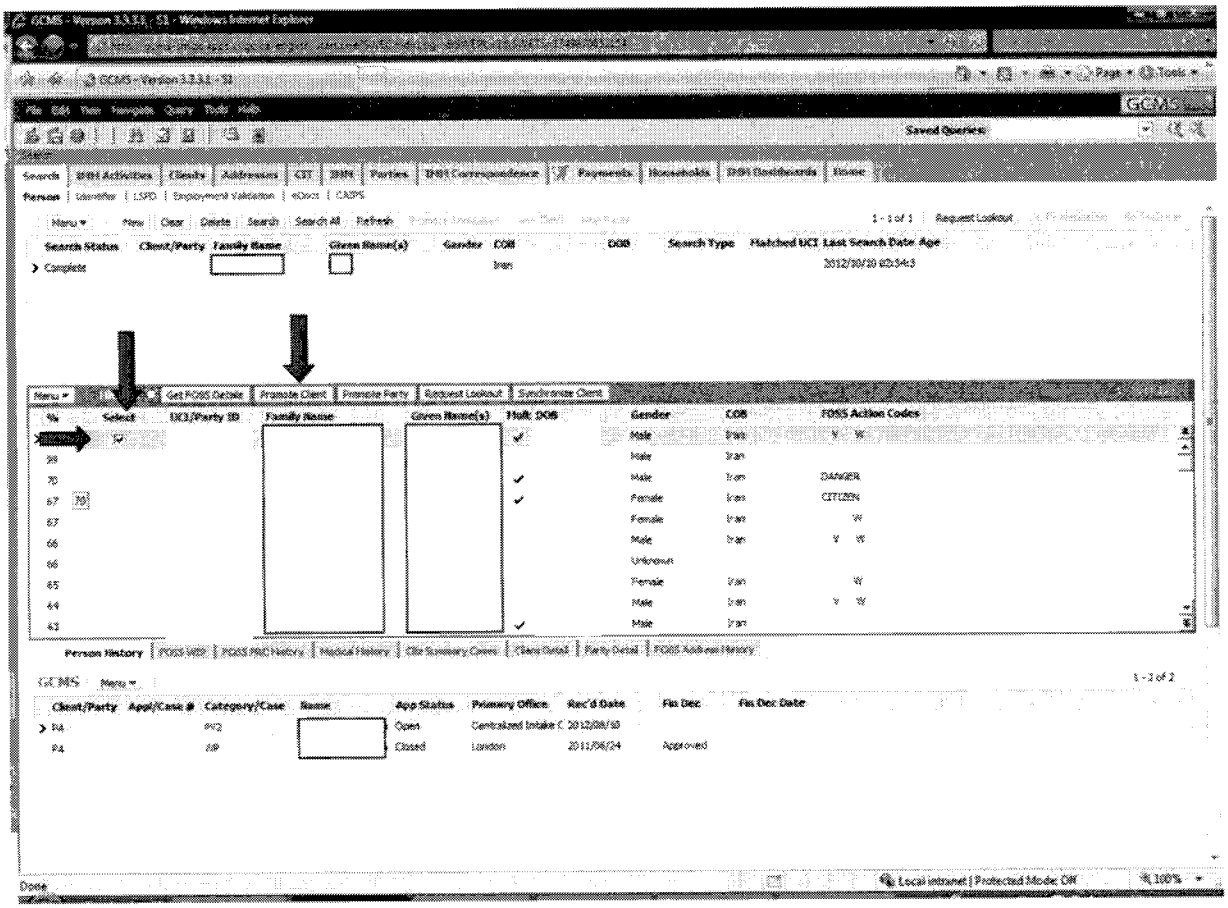
- IMM0008 (Current Country of Residence)
- Schedule A (Text box on page 1, or Addresses on page 3)
- Supplementary Info – Your Travels



c. Scroll through the different files under "**FOSS**" to see if you can link that ID to your client. You can try to find a **Passport** number that matches, or you may have to read the section "**Remarks**" to find something to link your client to the ID.



6. If you are unable to find a **FOSS** Id, you will have to re-do your search, but adding the **gender** this time.
7. You will then click "**New Client**". Make sure to write the **UCI** that you created onto the application



8. If you are able to determine that a **FOSS** Id does belong to your client, you will need to do the following
    a. Click in the section "**Select**"
    b. A white box will appear in that space, and you will need to click in the box to put a checkmark
    c. Step off (I usually click in the search section) and you will now be able to click "**Promote Client**"
        i. If you get an error when trying to promote that ID into GCMS, you just have to click on the ID, as it is already in GCMS.

FOSS action codes

S	Sponsorship Information
A	Application for PR in Canada
E	Enforcement Action(s)
L	Record of a Landing Document
V	Visitor Document(s)
C	Record of a Refugee Claim
N	Non-Computer Based Document(s)
R	Automated Registry file
Q	Record of an Appeal or Litigation
F	ROLF/ Transportation Loan
I	Interim Federal Health Certificate
W	WIP Events
CITIZEN	Already a Canadian Citizen

000565

Welcome to the CIO-QSW Line of Business!

Inside this training manual you will find important information on QSW completeness checking expectations and procedures. Procedures change regularly and you are expected to be flexible and adhere to these changes. This information package is a guideline and it is your responsibility to make sure that you are following the latest procedures, so be sure to be on top of your email throughout your shift.

Please further note that all of the material covered in this training manual has been seen and approved by a CIO mailroom team leader, if you have any questions regarding the material please see a team leader.

All material in this training manual is subject to change at any time so make sure you are following current procedures. All templates included in this manual are required to be used. If changes to a template are needed, you must have them approved by team leader to be on the safe side.

~ It is very important to ask questions when you are unsure. Remember the aim of this mailroom is to handle each and every file properly. ~

QSW - Order of Documents

FORMS

- Scan Sheets
- Photos
- Fee payment form (IMM5620) and address labels stapled to left hand side of File cover
- Fees (cheque, money order, bank drafts, POS+, etc...) stapled to bottom left hand side of page 1 of the application
- IMM0008 Generic Application
- IMM5669 Schedule A for all family members 18 and over
- Supplementary Information - Your Travels Forms (for PA only)
- Schedule 5 (for PA only and must have original signature)
- IMM5406 Additional Family Information for all family members 18 and over
- IMM5476 Use of Representative (if provided)
- IMM5475 Authority to Release (if provided)

SUPPORTING DOCUMENTS

- Birth Certificates for PA, SP and all dependants on the application (in order from PA, SP and oldest to youngest dependant)
- Marriage Certificate
- Statutory Declaration of Common-law Union
- Divorce Certificates, Annulled Marriage Certificates
- Adoption Certificates
- Police Certificates (All PA's together, then all spouses' together, then all dependant's over 18 together)
- Certificat De Selection Du Quebec (must be original and for all accompanying family members)
- Copy of passports (PA, Spouse, oldest child to youngest child)
- Representative's or PA's Cover Letter (if provided)
- QSW Document Checklist
- Any Additional Documents Provided (education, work experience, settlement funds, expired passports, etc in the order as submitted by the applicant)

ITEMS TO NOTE

- You must open **all** envelopes, and make sure all papers are facing upwards neatly on the file. Make sure there are no loose papers.

- All documents must be attached to the file, except for original documents, for example, original passports, birth certificates, marriage certificates, etc. **Do not staple or hole-punch original documents**. Originals must be placed in a docket or white envelope and pegged to the back of the file.

- If English/French translations are provided for any of the above documents, the translations and the originals must be kept together.

FILE ASSEMBLY – QSW

Completeness checking Quebec Selected Skilled Worker applications

All documents will be arranged as follows: PA, spouse or common law partner, oldest dependent child to youngest dependent child

1. Open the envelope and **DATE STAMP** the application at the top in the middle of the front page of the application. Please ensure to keep the packing slip, return address and bar code if on envelope.

2. Find the **fee payment form** and date stamp it in the middle right hand side or if **paying by cheque**, staple cheque to the bottom left side of page 1 of the application.
Fee payment form has to be signed by the payer if paying by credit card.

3. Put all **photos in a photo pouch**. You need at least **one** photo (any size) for each person on the application **(If accompanying or not)**.

4. Start at the top of the application and ensure that:
   a. "**Program under which you are applying**" is Economic (make necessary changes)
   b. "**Category under which you are applying**" is Quebec Selected Skilled Worker (make necessary changes)
   c. Number of people listed in **block 3 equals** the number of people on the application (on both the **IMM0008** and the **Additional Family Info form**) (make necessary changes)
   d. "**Where do you intend to live**" (Block 6) must be Quebec. (Do not make any changes)

5. You must verify the passport information to the Generic Application under the **Personal Details** section for each person on the file, make any necessary changes and put a red checkmark to show you have confirmed the following sections to be correct:
   a. **Surname** (Block 1)
   b. **Given name** (Block 1)
   c. **Date of Birth** (Block 7)
   d. **Sex** (Block 4)
   e. **Place of Birth** (Block 8)

Important To Note. The majority of passports from around the World have what is known as an MRZ (machine readable zone). This is located at the bottom of the Bio-Data page. The MRZ will take precedence, in most cases, over the VIZ (Visual Inspection Zone) when determining how a name should appear on the application. In the absence of the MRZ, the VIZ will be used to establish how the name should appear on the application

6. The section **PASSPORT** on the generic application form must be verified against the passport on file. Please use red pen to check mark the following:
   a. **Passport number** (Block 2)
   b. **Country of issue** (Block 3) - please refer to the 3 letter country code on the passport
   c. **Expiry date** (Block 5)

7. Ensure the **application** (IMM0008) is **signed and dated**.

000568

8. Ensure you have a **Schedule A** for PA, SP and all dependants 18 years of age and older. (**If accompanying or not**). Schedule A consists of 4 pages, so ensure that all pages are included. The sections that need to be verified on the Schedule A are:
    a. **Name** (to ensure that the Schedule A does indeed belong to the appropriate people)
    b. **"Indicate whether you are"** The Principal applicant , or Spouse, Common-Law partner, dependent over 18
    c. **All 4 pages are included**
    d. **It is signed**

9. Verify that you have the **Supplementary Information - Your Travels** (IMM5562) – for the **PA only**. The sections that need to be verified are:
    a. **Name** (to ensure that the form is for our PA)
    b. **Ensure you have pages 1 and 2.**

10. Ensure you have a **Schedule 5.** The sections that need to be verified are:
    a. Name (to ensure that the form is for our PA)
    b. It must have an **original** signature.

11. Ensure you have an **Additional Family Information** (IMM5406) for PA, SP and dependants 18 and over (**if accompanying or not**). The fields that need to be verified are:
    a. **Name** (to ensure that the form belongs to the appropriate people)
    b. **All dependents** (Spouse, children, step-children) **are included on IMM0008**
    c. **A signature must be in one of the 3 areas**

12. Rep Form (not a mandatory form). If one is included, the following needs to be verified:
    a. **Name** (to ensure that the form belongs to our PA)
    b. Check either the **ICCRC** website or the **Provincial Law Society** website if you have a Rep form and they indicate they have a paid rep to ensure they are a **practicing** Rep
    c. Must be **signed and dated by PA - flag for easy reference**

13. Ensure you have a birth certificate for PA, SP and all dependants on file (**if accompanying or not**).

14. If applicable, a marriage certificate or common-law declaration for the PA and Spouse. (**not required documents**)

15. If applicable, a divorce certificate and adoption certificate(s) for the children. (**not required documents**)

16. Police certificates are not required and we **do not request** them if we have to return the file for another reason.

17. Ensure that you have an **original** Certificat de Selection du Quebec (CSQ) for each **accompanying** family member on the file. The following sections must be checked on the CSQ:
    a. **Nom à la naissance**
    b. **Prénom**
    c. **Date de naissance**
    d. **Catégorie** (must be one of the following)
        i. **IQ Travailleur Qualifie**
        ii. **Travailleur Art 40**
        iii. **PEQ Etudiants**
        iv. **PEQ Trailleurs**
    e. **Bureau federal**

f. **Remarque**
   i. If "**Code 130. Programme de l'expérience Québecoise**" CIO will write **PEQ** on the file jacket under the "**Quebec**" stamp
   ii. If "**Code 130. Dossier vise par traitment prioritaire – domaine de formation**", CIO will write **PQ** on the file jacket under the **Quebec** stamp

18. After verifying the **Visa Office** on the CSQ, go back to the Generic Application (IMM0008) and check that the Visa Office that the client lists matches (this is located on the first page, **Block 4** under **Application Details**), and if not, please make appropriate changes.

19. Ensure you have **passports for everyone on file**, unless they have left this blank or selected "**NO**" for "**DO YOU HAVE A VALID PASSPORT**" on the application then the passport is not required. – (**flag for easy reference**)

20. Insert letter from Rep or PA if supplied.

21. Insert QSW document checklist.

22. All additional documents that are sent by PA are to be put as the client supplied them.

23. We need to keep the envelope that the application was received in. We need to have the **return address**, **barcode** (if there is one) and the **date stamp** on the envelope. If you need to cut the envelope, please ensure you have all the above items.

24. If paying by **credit card** ensure the form is complete.
    a. **Name of Principal Applicant**
    b. **Name of Payer** (if different that PA)
    c. **Address of Payer** (if different than PA)
    d. **Amount matches number of people accompanying**
    e. **Name of Cardholder** (must be in English)
    f. **Signature of Cardholder**
    g. **Type of credit card** (Visa, MasterCard, AMEX)
    h. **Credit Card number** has appropriate amount of numbers (16 for Visa/MC and 15 for AMEX)
    i. **Expiry Date**

25. Date stamp the photo pouch if file is deemed complete.

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IF THE APPLICATION IS COMPLETE, DO THE FOLLOWING

- Obtain a File jacket
- Date stamp on front cover, middle top of file jacket
- Stamp with the Quebec stamp on the right hand side
- Charge front of file jacket with "C/C" "Initial" and "Date"
- If applicable, put "S" in "Cross Reference"
- Staple Address labels and fee payment form inside the file jacket on the left hand side at the top with the staple teeth facing inwards
- Write R10 info on top off application Example below
    - R10 OK "Your initials:
    - No Rep or Auth Paid/unpaid Rep
    - PA $550
    - SP $550
    - $1100.00
- All documents are to be hole punched and placed neatly on peg in the correct order (please see page 2 for order)
- Hole punch scan sheets (be careful not to punch through the bar codes) and place on the very top of the peg
- Log into GCMS
- Query the Rep (if applicable) in GCMS.
- The rep ID (also known as the P#) will be written on the Rep form on the ride hand side across from Section B Question 5.
- Verify the following information for the Rep from the Rep form to GCMS and make any necessary changes to the following:
    - If a Paid Rep, confirm under the title "Paid Representative" in GCMS the following: Status, Province/Territory and Membership number.
    - Telephone number
    - Fax number
    - Email address
    - Address. This is under the Address Tab.
- The address ID of the rep will be written on the Rep form under the P#.
    - The address ID that you select should be marked at "**Primary**", have the "**To Date**" deleted, and "**Street Address 2**" should be "**C/O Rep's company name only**" (if there is a company name listed) or "**C/O Rep's first and last name**" (if there is no company name listed)
- Query the PA in GCMS
- If you get a hit for your PA in the Hit List, you will promote the UCI
- If you do not get a hit for your PA, you will create a UCI
- Record the UCI of the client in the UCI box number 3 under the section entitled "**PERSONAL DETAILS**" on the application.
- Enter Rep's email address (if applicable) and mark as Primary
- Enter the PA's email address
- Enter PA's place of birth
    - This is done in the **NAMES** view by clicking **NEW** and typing the personal details in.

- Add the following note on the Client in GCMS. The format below will be followed and is prepared for you in a template on the G-Drive under the QSW folder entitled "GCMS Return Notes":

Application type: QSW
Date received: THE STAMP DATE RECEIVED IN MAILROOM (TOP 1ST PAGE OF APPLICATION)
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
File forwarded to SCAN/CRU

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- QSW Documents
- GCMS Return notes

You will have to put the **LOCK** feature on to be able to type in the appropriate fields. The **LOCK** feature will need to be turned off in order to copy and paste the note into GCMS

IF THE APPLICATION IS INCOMPLETE, DO THE FOLLOWING

If application is found to be incomplete after completeness checking the file:

- Prepare Appendix C or A, highlight appropriate areas on QSW checklist, prepare any inserts and letter for return
- Search PA on GCMS (first/last name, date of birth, and country of birth)
- Promote existing UCI # or create one (where necessary)
- Enter Rep's email address (if applicable) and mark as Primary
- Enter PA's email address
- Enter PA's place of birth
- Client notes. The format below will be followed and is prepared for you in a template on the G-Drive under the QSW folder entitled "GCMS Return Notes":

Application type: QSW
Date received: STAMP DATE
Date returned: DATE YOU PHYSICALLY RETURNED FILE
Authorized paid/unpaid rep/no rep: NAME OF REP, MEMBERSHIP # (if paid rep), IMM5476
Reason for return: DETAILED NOTE ON WHY YOU ARE RETURNING APPLICATION
Returned to the following address: COPY AND PASTE FROM RETURN LETTER

000572

To retrieve note please go to:

- My Computer
- Group G
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- QSW Documents
- GCMS Return notes

Essential Items CIO-QSW Will Return For

1. **Generic Application Form To Canada;** if the client indicates that they intend to live in a province other than Quebec.
2. **Schedule A**; if not provided for everyone 18 years of age or older.
3. **Supplementary Information – Your Travels;** if not submitted with application.
4. **Schedule 5;** if not original signature or submitted with application.
5. **Additional Family Information;** if not provided for everyone 18 years of age or older, if there are dependents listed that are not included on the IMM0008 (and no affidavit explaining why they are not being included) or if it is not signed in one of the 3 areas.
6. **Use of Rep Form (when provided);** clients are not required to use a representative, however if they choose to hire a paid rep, the rep must be a valid rep. They may also choose to use a family or friend as an unpaid rep. The rep form must contain reps contact information as well as be signed and dated by the PA.
7. **Identity and Civil Documents;** PA and all dependents are required to provide birth certificates, however, in some cases/countries birth certificates are unavailable, therefore other documentation such as school records, ID cards, household registers or affidavits are acceptable depending upon the case. ****Before returning any application for proof of birth or if you are unsure whether or not you have proper documentation, please double check with birth certificate book and/or a team leader.****
8. **CSQ**; if expired (please go by stamp date) or if not included for all accompanying family members.
9. **Travel Documents/Passports;** PA must provide passport, all other dependents on file are only required to provide passport if they have listed it on application.
10. **Photos;** PA and all dependents must provide at least one photo whether they are accompanying or not.
11. **Fees;** foreign certified cheque's, money orders, bank drafts and credit card payments must be in Canadian funds. Foreign certified cheques, money orders and bank drafts drawn from foreign countries are considered stale dated after six months {unless otherwise stated on cheque}. Canadian certified cheque's, money orders and bank drafts do not go stale dated unless stated "valid to"-{08/09/2014}. Credit card payments must be signed by the card holder. **We will return the file if payment is insufficient**, stale dated, not in Canadian funds, or if the credit card is not signed. **Please see page 17 for overpayment procedures.**

***** Please note: if you are returning a file you should be asking for everything we require here at CIO. *****

What CIO-QSW Does Not Return For:

1) If client leaves the **Program and Category** blank or indicates something other than Economic and Quebec Selected Skilled Worker. Please make applicable changes.

2) **Visa Office**; if left blank or invalid please make changes according to the spreadsheet.

3) We do not return if application forms are **not dated**.

4) We do not return for **Police Clearances** and when returning an application we will not ask if for them.

5) We do not return for **Marriage Certificates**.

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Payment Information:

Payments must be made payable to the "Receiver General for Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express) or HPM (this can be made at a financial institution in Canada, or on-line from any country).

Permanent Resident Fees Required:

Principal applicant **$550.00**

Spouse or common law partner and each dependent child 22 years of age and older **$550.00**

Each dependent child less than 22 years of age **$150.00**

***Right of permanent residence fee** (to be paid by principal applicant, spouse or common law partner) **$490.00**

*The Right of Permanent Residence Fee (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can either be paid at the time the application is submitted or at any time prior to the issuance of the visa. At the time of completeness checking, if the RPRF is not submitted, the application is still considered complete. If the file is deemed incomplete, we will not request the RPRF to be paid.

A combination of more than one method of payment is acceptable. However, payment by each method **MUST** be equal to a single or a multiple amount.

For example: An amount of $550 paid by credit card for the principal applicant, and 2 X $150 ($300) paid by a certified cheque for 2 dependents for total of $850 is acceptable. However, $500 paid by credit card and $350 by certified cheque **will not** be accepted.

Total fees received must equal the amount to be paid by the PA and for those that are accompanying the PA to Canada.

Acceptable Payment Methods

- **Credit Card**

The fee payment form (IMM5620) is to be paper clipped to the B label sheet on the left hand side of the file jacket.
Applications that have a credit card payment must have a green tag on the build-em-up this signifies that the fee has been paid by credit card for the coster.

Be sure to check the Fee Payment Form (IMM5620) for completeness:

Credit cards accepted at CIO-SYDNEY start with a "**3**" (American Express), "**4**" (Visa), or "**5**" (MasterCard). A form with the credit card number starting with any other number **should be returned**, as it **cannot be processed** at cost recovery.

Also there should be **16 digits** for **VISA** or **MASTERCARD** (Numbers starting with a **4** or **5**) and **15 Digits** for **AMERICAN EXPRESS** (Numbers starting with a **3**). **FORMS WITH ANY LESS CANNOT BE PROCESSED.**

- **Money Order/Certified Cheque/Demand Draft**

Please check each one of these for proper fees. Payments issued from institutions outside of Canada are only good for 6 months unless otherwise stated on payment. Payments issued from institutions in Canada have no expiry, unless otherwise stated on the payment.

- **Fees paid at a visa office (POS+)**

This is a yellow or white receipt issued from a visa office. Please see your team leader is you come across this type of payment.

- **Fees paid by HPM (Handling of Public Money)**

HPM's can be made on-line by the client in any country, or at a financial institution in Canada. HPM payments made online by the Client will have a barcode with a series of numbers starting with the letter R. HPM payments can also be made at a bank. These will have a barcode that will have a series of numbers starting with a "C" or "B". Please ensure the bank has stamped the HPM with the payment date.

Common Questions Regarding the Fee Payment:

Question: What if the credit card form is not signed?
Answer: The file goes back.

Question: What if credit card form is not dated?
Answer: It goes through as a complete.

Question: What if cheque is signed by only one person?
Answer: In most cases it goes through (double check with coster).

Question: What if the fee payment form is a photocopy?
Answer: It goes through as a complete.

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ADDITIONAL PROCEDURES

Canadian Spouse/Common-Law Partner/Child

If you have an application with a Canadian spouse/common-law partner or child their information should be put behind the document checklist.

You will also attach a Note to File (paper copy) to the top of the file peg stating:

Please type this note onto a Note to File: PA's spouse/common-law partner/child's is Canadian and documentation provided for this person is behind the document checklist.

Authority to Release Form

If we receive an IMM5475, there should be a note on file. This is a note that you enter in GCMS showing that one was received and who the authority to release is given to. The note should be entered on the client in GCMS at the time of completeness checking. Please enter the following note.

Copy and Paste this note into GCMS: Rec'd IMM5475 received giving authority to release information to _____ (name and address of person) _____.

Security Checks

If you come across 1 of the 12 countries in the list (see team leader for this list), please mark an **S (in black marker)** in the left hand corner of the file jacket and circle it (in the Representation Received Form box). These files need to be security checked.

Credit Card Declined Procedures

Sometimes files are received that have been previously returned asking for a new payment because the Credit Card had been declined. You are to completeness check these files as normal, if the file is a complete, the old file jacket must be used. There may be a CIO Letter, Declined Credit Card receipt and/or an Appendix A received back with the application.

If you believe you have a previous declined Credit Card, please see your Team Leader who will help you recover your file jacket.

Original Documents

If you receive original documents (or documents that you believe are original), and they are not **"old"** or **"irreplaceable"** (see page 32), the original document(s) will need to be photocopied and put in their proper order on the file. Once you have photocopied the original document, you will place it in either a docket or a white envelope and peg it the back of the file.

Non Accompanying/Accompanying Procedures

If a dependant (spouse or child) has marked NO for Accompanying PA to Canada, but they have paid for this dependant, we will physically change it on the application to YES and add a note to GCMS and a paper Note-To-File.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME OF PERSON will not be accompanying family to Canada; however, client paid fees for INSERT NAME OF PERSON. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

The following are a few scenarios where the dependant will remain or be changed to NON-ACCOMPANYING, and will enter an Overpayment line in GCMS.

1) A spouse or child is a Canadian Citizen and they have paid for them. We will leave them as NO for not accompanying (or change YES to NO, whatever the case may be).

This will be the note that you will add to GCMS and on a Note-To-File:

Spouse/child is a Canadian Citizen, no fees required, if positive assessment please refund fee for INSERT NAME OF PERSON if negative assessment and refund issued, please refund for full amount.

2) PA has sent in an affidavit or a letter stating that their spouse/common-law partner is no longer part of their family or no longer has contact, etc... and will not be accompanying to Canada, however they have paid for them. We would leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has indicated in an affidavit/letter that their spouse/common-law partner will not be accompanying for INSERT REASON HERE, if positive assessment please refund fee for spouse/common-law partner if negative assessment and refund issued, please refund for full amount.

3) PA has paid for someone who is not a dependant (Mother, Father, Brother, Sister, etc...), we will leave them as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for someone that is not a dependant, if positive assessment please refund fee for INSERT NAME HERE if negative assessment and refund issued, please refund for full amount.

4) If the child is 22 or older (**not a student**) and paid for and marked as ACCOMPANYING, this child is not considered to be a dependant. We will change it from ACCOMPANYING to NON-ACCOMPANYING on the application at completeness checking.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, and states they will accompany PA to Canada. As per the application and Schedule A, INSERT NAME HERE, is not a student, and is no longer considered a dependant, so ACCOMPANYING was changed to NON-ACCOMPANYING. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

5) If the child is 22 or older (**and not a student**) and paid for and marked as NON-ACCOMPANYING, we will leave the child as NON-ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid for a child that is over the age of 22, INSERT NAME HERE. This person will not accompany the PA to Canada. If positive assessment, please refund fee for INSERT NAME HERE, if negative assessment and refund is issued, please refund for full amount.

6) If the child is 22 or older and a student, but they are marked as NON-ACCOMPANYING but they are paid for, we will change the NON-ACCOMPANYING to ACCOMPANYING.

This will be the note that you will add to GCMS and on a Note-To-File:

Client indicated INSERT NAME HERE will not be accompanying family to Canada, however, client paid fees INSERT NAME HERE. Appears "No" was identified in error. As per Team Leader changed "NON-ACCOMPANYING" to "ACCOMPANYING".

7) If the child is under 22, but the client has paid $550 for this child. Please make note for the Data Enterer:

This will be the note that you will add to GCMS and on a Note-To-File:

PA has paid $550 INSERT NAME HERE who is under 22. If positive assessment, please refund fee of $300.00, if negative assessment and refund is issued, please refund full amount.

If you have a case that does not fit one of the above scenarios, and you are unsure on how to proceed, please see any team leader.

OVERPAYMENT PROCEDURES

1) **Applications that have a** certified cheque **and are** CAPPED **will still have to be processed as an overpayment - FSW, FSTC and PhD**

2) All applications that have a **credit card** as a payment and are **overpayment**, bring to the team leader they will change to the correct amount. The team leader will cross out the wrong amount and fill in the correct amount and initial.

3) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** of $1050.00 which is an overpayment of 500.00 (paid for business class), the completeness checker will send the application back as **incorrect fee** application. Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE

4)) If the application is a **CEC, PNP, QSW** lines and has a **certified cheque** and has an overpayment in any amount the completeness checker will send the application back as **an incorrect fee** application. Note in GCMS- APPLICATION RETURNED FOR INCORRECT FEE

5) If the application is a **CEC, PNP, QSW** lines and has an overpayment because they paid for a person that they say is non-accompanying, please bring to team leader and the team leader will determine if it's an overpayment or if they will change the application to show the person is now accompanying.

6) If there is an application and you **cannot determine** what the applicant is paying for, please bring to team leader for their determination.

7) There will be some applications paid with a certified cheque, that no-matter what line it will have to be an overpayment done. Example: PNP nomination letter is going to expire or the CSQ is about to expire. (Completeness checkers are responsible for putting a "note to file" on the file to make the coster and data enterer aware that there is an overpayment on the file, note in GCMS will be entered by the person completing the overpayment.)

NAME POLICY / PROCEDURES

Operational Bulletin 051 – Revised October 30, 2008

Policy on Single Names

Guidance and formal instructions for creating records in Computer Assisted Immigration Processing System (CAIPS) and Field Operations Support System (FOSS) for individuals who provide a single name as their complete name or declare not to have a surname.

Background

The *Immigration and Refugee Protection Act* (IRPA) does not include provisions for the creation of an identity. This is of particular importance as CIC-issued documents are used by other Government of Canada departments and agencies to form their own decisions on services and program delivery. Ensuring accuracy and consistency to identity-related procedures will enhance security and safety, strengthen program integrity and improve client service.

To enhance consistency in establishing a person's identity in accordance with International Civil Aviation Organization (ICAO) guidelines, the *surname* field should always be considered as the primary identifier for an individual. In most cases, a single name will appear in the *surname* field of the passport. However, there may be cases where a single name is recorded as the given name in a passport or other documentation used to establish identity. In such cases, that single name should be recorded in the *surname* field in FOSS or CAIPS. Note that FOSS and CAIPS do not make it mandatory to complete the *given name* field; in other words, leave the *given name* field blank in the case of single names.

Procedures

1. When creating a new client record in FOSS or a new application in CAIPS, the officer should do the following:
2. Treat a single name printed on the client's valid passport or other documentation as the surname. Leave the *given name* field blank.
3. Where a single name consists of more than one part (e.g., Jean-Paul), the entire name should be recorded in the *surname* field.
4. Some passports have only one name field, where the full name of the holder (i.e., given name(s) and surname) is recorded. **In such cases, the Machine Readable Zone (MRZ) should be consulted to determine how the full name breaks down into given name(s) and surname. In the absence of an MRZ, the officer should refer to the application form for clarification.** This procedure does not however authorize officers to use whatever name is indicated on the application, unless the name is also found in the passport.

Important note:

- Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields.
- Do NOT repeat the single name in both the *given name* and *surname* fields. FOSS and CAIPS allow for the *given name* field to remain blank.

Purpose of Policy

The name policy is meant as a guideline to determine the:

Name to appear in CAIPS

Policy:

• FSW will:

• Respond to established identities, not create new ones

Rules:

• The following table (taken from our Manual) provides the rules associated with the Name Policy:

Surname through Middle Name

Enter the complete names of all persons exactly as they appear on the application form or passport. In cases where we receive the Bio-data page of the passport: if the passport and the IMM0008 Generic names do not match, the name should be entered exactly as indicated on the passport. If passport copies have not been provided, enter the names as stated on the IMM8.

In cases where the applicant has only one name, or does not indicate a surname: the surname field cannot be left blank. *At least one name must be recorded in the surname field. You can leave the first name, middle name and other name field blank. Do NOT use repeating or arbitrary characters such as "XXX" or "UNKNOWN" in the name fields. Do NOT repeat the single name in both the first name and the surname fields.*

- *Hyphens are only acceptable in surnames. DO NOT use hyphens in Chinese, Arabic or Korean given names.*
- *Given names, first and middle names, should be entered on separate lines without punctuation. There is no space on the application form for a middle name. If the PA has indicated 2 or more names in the Given name(s) space, enter the first one in the FIRST NAME field; enter the second given name in the MIDDLE NAME field; and any additional/subsequent given names in the OTHER NAME field. Enter the code for Other Given Name from the CAIPS Coding Aid.*
- *If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the code of 4 in the NAME FLAG field.*
- *The maiden name of female applicants, when provided, should be entered on the fourth line (OTHER) and enter the code of 1 in the NAME FLAG field.*
- *It is common for the middle component of an Arab's name to be "ben" which means "son of". Ben should not be used as a name in CAIPS.*
- *Enter initials as it appears in the passport.*

- *If you receive a copy of the passport, the BIO-Data from this overrides any information provided by the applicant in the IMM8. Any such contradictions should be entered in CAIPS Notes.*

Other Name

The OTHER NAME field is used for the alternate spelling of surnames, nicknames, or a married woman's maiden name or her husband's surname, depending on what is entered in her SURNAME field.

If including a nickname or other given name be sure to enter it on the fourth line (OTHER) and enter the correct code in the NAME FLAG field.

Flg

CAIPS assumes that information entered into the OTHER NAME field is to appear on the CPR. Therefore, after you enter something into the OTHER NAME field, the cursor will stop at the Flg (Name Flag) field. You must enter a code. See the CAIPS Coding Aid for valid entries.

GNAME 1 / GNAME 2

Leave these fields blank.

Printed in alphabetic characters the name to appear will normally be the

same as on the Passport.

Titles, Prefixes, Degrees, and Decorations:

Policy:

Titles, prefixes, degrees, decorations, and other suffixes (including decorations awarded by the

Canadian government) are not to be entered in CAIPS.

Example Titles and Prefixes:

Will not print:

Mr. The Hon.

Mrs. The Rt. Hon.

Miss Professor

Ms. Elective titles

Judge Military ranks

Dr.

Example Degrees and Decorations:

Will not print:

B.A. DFC M.P.

M.A. OMM M.L.A.

Ph.D. CD Etc.

Etc. Etc.

Jr., Sr., II

Procedure:

If the applicant's name on the Passport shows Jr. Sr. or II in the surname area it will be entered in CAIPS.

If the Passport does not include Jr. Sr. or II It will not be entered in CAIPS.

IF no passport is provided name will be entered exactly as on application.

One name only

Policy:

When an applicant has only one name, it is considered to be the surname and it is entered as such.

A binder is being created to deal with situations when the passport does not clearly indicate what the name should be, when you are not sure please consult with your team leader on how to proceed.

NOTES:

- **Philippines, Germany and France Passports do not show the Middle Name in the MRZ. However, it is listed on the bio data page. Middle name is to be entered in GCMS.**
- Apostrophes and hyphens can be used in the SURNAME field. The MRZ does not show punctuation. Therefore if a Surname shows an apostrophe in the bio data portion of the passport and does not show it in the MRZ it will be entered in CAIPS.
    - IE) Bio Data shows SURNAME:O'KEEFE
    - MRZ shows O<KEEFE<<
    - SURNAME will be entered in CAIPS AS O'KEEFE.

- Apostrophes and hyphens in a GIVEN NAME are to be treated as a space as this is how they are treated on the MRZ line.
- Passports issued by The Palestinian Authority show in the Bio data Portion:

JOHN A.B. DOE FULL NAME

MOMMY MOTHERS NAME

The MRZ on these passports show as:

P<PS<JOHN<A<B<DOE<<MOMMY<<<<<<<<<<

Client has requested: SURNAME: DOE GIVEN NAME: JOHN A.B.

Name will be entered in CAIPS AS:

SURNAME: DOE

FIRST NAME: JOHN

MIDDLE NAME: A

OTHER NAME: B (flag # would be 4 for other given name).

*We will not input the Mothers name as the client's given name.

QSW Return Letter/Appendices

CITIZENSHIP AND IMMIGRATION
CENTRALIZED INTAKE OFFICE (CIO)
SYDNEY, NOVA SCOTIA

20 March 2013

Dear Sir/Madam:

The following refers to your Application for Permanent Residence in Canada under the Quebec-Selected Skilled Worker (QSW) Program.

A review of your application indicates you do not meet the requirement of the instructions with respect to the completion of your application or, the requirements of Regulation (R) 10 of the Immigration and Refugee Protection Act (IRPA) because:

- ❑ Please see the highlighted items on the enclosed checklist or the enclosed Appendix.

Regulation (12) of IRPA states:

> *"If the requirements of sections 10 and 11 are not met, the application and all documents submitted in support of the application shall be returned to the applicant."*

As your application does not meet the requirements of R 10 of IRPA, it is incomplete. It is being returned to you for this reason. Your application fee was not processed and is also being returned to you. Your application has not been received, and no record has been retained.

If you submit an application, please pay particular attention to all the forms, information, documents, evidence, signatures, proof of language proficiency, and fees required. Applications missing any of these items are incomplete and will not be received. They will be returned to you.

Thank you for your interest in Canada.

Citizenship and Immigration
Centralized Intake Office
Sydney, Nova Scotia

Appendix A

NOTE: Payments must be made payable to the " Receiver General For Canada" in Canadian funds, made by CERTIFIED CHEQUE, BANK DRAFT, HPM or INTERNATIONAL MONEY ORDER. You may also pay by CREDIT CARD (Visa, MasterCard or American Express).

___ The **incorrect fee** was received with your application. Please see below for required amount.

___ **No fee** was received with your application. Please see below for required amount.

___ The information provided on Form 5620 is incomplete. Please complete highlighted sections.

___ The credit card provided has now expired. Please provide an updated credit card or another form of acceptable payment.

___ The payment submitted with your application is not acceptable. You must submit one of the forms of payment identified above, directly to our office with your application.

___ The payment submitted with your application is not acceptable. You have included a receipt for fees paid directly to a financial institution. This method of payment is not valid for applications submitted to the Centralized Intake Office in Sydney, Nova Scotia after December 1, 2008. You must submit one of the forms of payment identified above, directly to our office with your application. To receive a refund for fees paid please contact the Visa Office where your fee payment was directed.

___ We do not accept personal cheques unless they are certified by a bank.

___ Your payment is stale-dated. It must have been issued within six months of your application.

___ The cheque/money order/draft/credit card_____

___ You have included a receipt for fees paid to a bank in Canada. Unfortunately, this method of payment is not valid for applications. You must submit one of the following forms of payment: certified cheque, bank draft, international money order, or credit card. To receive a refund for fees paid to a bank in Canada, please contact the HPM Production office by fax or mail:

HPM Production
Jean Edmonds Tower, North
300 Slater St., 4th Floor
Ottawa, ON K1A 1L1 Canada
fax: (613) 952-6399

The fee required to process your application is:

Processing Fee: $_____CAD
OR
Processing Fee plus
Right of Permanent Residence Fee* $_____CAD

PERMANENT RESIDENT FEES	Number of Persons	Fee	Total
PRINCIPAL APPLICANT	x 1	550.00	
SPOUSE OR COMMON LAW PARTNER AND EACH DEPENDANT CHILD OF 22 YEARS OF AGE AND OLDER	x ____	550.00	
EACH DEPENDANT CHILD OF LESS THAN 22 YEARS OF AGE	x ____	150.00	
RIGHT OF PERMANENT RESIDENCE FEE* (TO BE PAID BY PRINCIPAL APPICANT, SPOUSE OR COMMON LAW PARTNER)	x ____	490.00	

*The **Right of Permanent Residence Fee** (RPRF) is payable by principal applicants and accompanying spouses and common-law partners. This fee can ***either*** be paid at the time the application is submitted ***or*** at any time prior to the issuance of the visa. It is recommended that you wait until the visa office requests the RPRF payment.

Appendix C

- ☐ You did not complete essential fields in the application form (IMM0008). Please complete the highlighted sections in the form.
- ☐ The Centralized Intake Office (CIO)-Sydney **only** accepts the following **categories** of applications under the Economic Class **Program** –Federal Skilled Worker, Provincial Nominee **(with an accompanying approved Nomination letter/Certificate from the Province),** Quebec Skilled Worker **(with an accompanying original CSQ)** and Canadian Experience Class. If you have not already done so, clearly indicate under section one and two of the application the appropriate **program and category.** Applications that do not fall under the mentioned sections will be returned
- ☐ You did not sign and/or date the Generic Application Form for Canada (IMM 0008)
- ☐ You did not complete essential fields in the Use of a Representative form (IMM5476). Please complete the highlighted sections in the form.
- ☐ You have checked the USE OF A REPRESENTATIVE on your document checklist. Please provide the necessary form and information for further processing of your application. (form: IMM 5476)
- ☐ You have listed someone on your application that does not seem to fall under the category of dependent. A dependent is someone who is the spouse or common-law partner of the principal applicant, a dependent child (biological or adopted) of the principal applicant or spouse or common-law partner, or is a dependent child of a dependent child. A child 22 years of age or older **may** or **may not** be considered a dependent. For more information visit www.cic.gc.ca
- ☐ You have provided CIC with two applications for permanent residence in Canada for both the principal applicant and spouse. Please indicate which applicant will be considered the principal applicant. Please note that the Generic application form for Canada is required for **ONLY** the principal applicant.
- ☐ You did not indicate the Immigration Office (Visa Office) requested for the process of your application. Please note: Sydney, NS- CIO is not a valid selection. Please refer to the following website: www.cic.gc.ca/english/information/offices/apply-where.asp
- ☐ The application you completed is no longer acceptable. In order to continue processing we require the following forms to be completed: **Application for Permanent Residence in Canada** [IMM 0008]; **Schedule A: Background Declaration Schedule** [IMM 5669 Schedule A]. These forms can be found at: http://www.cic.gc.ca/english/immigrate/quebec/apply-application.asp
- ☐ You must submit the following form with your application:
  - ☐- Schedule A: Background Declaration/Schedule [IMM 5669 Schedule A] for all persons on the file (accompanying or not) over the age of 18
  - ☐- Schedule 5: Economic Classes – Declaration of Intent to Reside in Quebec [IMM 0008 SCHEDULE 5]
  - ☐- Supplementary Information- Your Travels [IMM5562]
  - ☐- Additional Dependants/Declaration form [IMM 0008DEP]
  - ☐- Additional Family Information [IMM 5406]
- ☐ Kindly provide an Original Certificat(s) de Sélection du Québec (CSQ) one for each accompanying person.
- ☐ The Generic Application form (IMM 0008) must include all necessary information for; the principal applicant; the spouse, the common-law partner and; each child **whether they are accompanying or not.**
  Kindly complete the Generic Application form and include information for _____
- ☐ Your Certificat(s) de Sélection du Québec either has expired or will expire on . If the application is **received prior** to the expiry date, an extension will not be necessary. If the application is **received after** the date of expiry it will be returned to you as incomplete.
- ☐ You have submitted a duplicate application containing the same Certificat(s) de Sélection du Québec received with your previous application.
- ☐ Due to the type of category listed under section 9 of your Certificat de Sélction du Québec, our office is unable to process your Quebec Skilled Worker application.

LETTER TO BE USED WHEN APPLICATION FOR A CSQ IS RECIEVED

CITIZENSHIP AND IMMIGRATION
CENTRALIZED INTAKE OFFICE (CIO)
SYDNEY, NOVA SCOTIA

20 March 2013

Dear Madam/Sir:

We have received your application for a Selection Certificate. The application you submitted cannot be accepted at the Centralized Intake Office in Sydney, Nova Scotia and is being returned to you for this reason. Please do not return this document to our office unless accompanied by a complete submission. Applications that are incomplete will be returned.

For information on submitting a Selection Certificate application kindly refer to the following website:
http://www.immigration-quebec.gouv.qc.ca/en/index.html

For information on submitting a Quebec-Selected Skilled Worker application visit:
http://www.cic.gc.ca/english/immigrate/quebec/apply-application.asp

For information on applying for Permanent Residence under the Quebec Business Immigration Programs – Investor, Entrepreneur and Self-Employed Classes, visit:
http://www.cic.gc.ca/english/information/applications/business.asp

Citizenship and Immigration
Centralized Intake Office
Sydney, Nova Scotia

Inserts

Insert to Be Used When Client Supplies Passport as Proof of Birth for India

Please note, we do not accept passports as proof of birth, therefore we are unable to accept details from passport. We do accept secondary school records that contain the following:

1) Applicant's name
2) Date of birth
3) Name of parent/parents

If you are not able to provide a birth certificate with all 3 criteria, we require an affidavit stating all of this information or that a birth certificate cannot be attained.

Insert for when Client does not provide A Birth Cert or Secondary School Records for India

If you are unable to provide a birth certificate or secondary school records that indicate your date of birth and parentage, please provide an affidavit that has the following information:

1) Name of client
2) Date of birth of client
3) Parents names (mother, father or both is acceptable)

Insert for When Client Provides Secondary School Records that do not Contain All Necessary Information for India

Please note: the birth certificate (secondary, matriculation or school leaving forms) provided as the clients birth certificate requires all of the following information on one form:

1. Name of client
2. Date of birth for the client
3. Parent's name (either mother, father or both is acceptable)

These inserts are on the G-Drive. You only copy and paste the insert you need (minus the title) onto a blank word document to print.

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- Appendix-Insert-India Birth Docs

000592

Who is a Dependent?

FAMILY MEMBERS INCLUDE A SPOUSE, A COMMON-LAW PARTNER, DEPENDENT CHILDREN, AND DEPENDENT CHILD OF A DEPENDENT CHILD:

TERM	DEFINITION
SPOUSE	REFERS TO EITHER OF THE TWO PERSONS (OPPOSITE OR THE SAME SEX) IN A LEGALLY-RECOGNIZED MARRIAGE.
A COMMON-LAW PARTNER	REFERS TO A PERSON WHO IS LIVING IN A CONJUGAL RELATIONSHIP WITH ANOTHER PERSON (OPPOSITE OR SAME SEX), AND HAS DONE SO CONTINUOUSLY FOR A PERIOD OF AT LEAST ONE YEAR. A CONJUGAL RELATIONSHIP EXISTS WHEN THERE IS A SIGNIFICANT DEGREE OF COMMITMENT BETWEEN TWO PEOPLE. COMMON-LAW PARTNERS MUST ATTACH ANY DOCUMENTS THAT SHOW THEY ARE IN A COMMITTED AND GENUINE RELATIONSHIP, FOR EXAMPLE EVIDENCE THAT THEY SHARE THE SAME HOME, THAT THEY SUPPORT EACH OTHER FINANCIALLY AND EMOTIONALLY, THAT THEY HAVE HAD CHILDREN TOGETHER, OR THAT THEY PRESENT THEMSELVES IN PUBLIC AS A COUPLE. COMMON-LAW PARTNERS WHO ARE UNABLE TO LIVE TOGETHER OR APPEAR IN PUBLIC TOGETHER BECAUSE OF LEGAL OR CULTURAL RESTRICTIONS IN THEIR HOME COUNTRY MAY STILL QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION. COMMON-LAW PARTNERS THAT MEET THE CONDITIONS OUTLINED ABOVE BUT WHO HAVE BEEN SEPARATED FOR REASONS BEYOND THEIR CONTROL (FOR EXAMPLE, CIVIL WAR OR ARMED CONFLICT) MAY QUALIFY AND SHOULD BE INCLUDED ON THE APPLICATION.
DEPENDENT CHILDREN	REFERS TO THE CHILDREN OF THE PRINCIPAL APPLICANT OR OF THE PRINCIPAL APPLICANT'S SPOUSE OR COMMON-LAW PARTNER. THEY MUST: • BE UNDER THE AGE OF 22 AND NOT HAVE A SPOUSE OR COMMON-LAW PARTNER; OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT AND HAVE BEEN CONTINUOUSLY ENROLLED AND IN ATTENDANCE AS FULL-TIME STUDENTS IN A POST-SECONDARY INSTITUTION ACCREDITED BY THE RELEVANT GOVERNMENT AUTHORITY SINCE BEFORE THE AGE OF 22 (OR SINCE MARRYING OR ENTERING INTO A COMMON-LAW RELATIONSHIP, IF THIS HAPPENED BEFORE THE AGE OF 22); OR, • DEPEND SUBSTANTIALLY ON THE FINANCIAL SUPPORT OF A PARENT SINCE BEFORE THE AGE OF 22 AND BE UNABLE TO PROVIDE FOR THEMSELVES DUE TO A MEDICAL CONDITION.
DEPENDENT CHILD OF A DEPENDENT CHILD	• REFERS TO CHILDREN OF DEPENDENT CHILDREN OF THE PRINCIPAL APPLICANT OR THOSE OF HIS OR HER SPOUSE OR COMMON-LAW PARTNER.

Merge Template

If you search a client and GCMS gives you two client ID's you will have to send an email to QRC.

The email is sent to QRC-MERGES@cic.gc.ca

Subject line should read: FOSS MERGE REQUEST PR.

MERGE REQUEST TEMPLATE TO BE PASTED INTO AN E-MAIL

HELLO: PLEASE COMPLETE THE FOLLOWING MERGE:

LAST NAME, FIRST NAME –

DATE OF BIRTH –

COUNTRY OF BIRTH –

DUPLICATE FOSS ID NUMBERS (NO HYPHENS/NO SCREENSHOTS) -

PREFERRED ID-

REASON FOR THIS ID -

Thank you,

This Template is located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- Z-Merge Request Template

000594

Undisclosed Rep Procedures

An **undisclosed rep** is a representative who does not want you to know that they have helped the principal applicant out with their application forms. Undisclosed reps usually try to hide they had any involvement with the application because we are legally not allowed to conduct business with them.

1. Open file (organize)

2. Check for rep form (IMM5476 or IMM5474)

3. Check **mailing address**; you are basically looking for a mailing address that doesn't make sense for a client to use unless they have a paid rep on file; (look for something in mailing address to indicate that client may have an undisclosed rep; such as; **"c/o"** , **"advocate", "suite #",** etc. *Note; keep in mind that clients are allowed to use other mailing address such as family or friends, if you come across a "c/o Danielle Smith, it is useful to have a quick look at the additional family information page to see if Danielle Smith is in fact a member of the PA's family.*

4. Check **email address** (look for something in email address to indicate that client may have an undisclosed rep on file; such as the name in email not matching the principal applicant on file. For example principal applicant name on file is- Patel, Kaur, however email address is; mark@immigrationspecialist.com. It is also important to pay attention to "tell" words in email such as "immigration", "law", "advocate", etc.

5. You may have an idea whether or not you **suspect** an undisclosed rep. If you do suspect an undisclosed rep, it may be useful to have a quick look on the client's **original mailing envelope** to see if more info concerning mailing address is present.

6. If you suspect an undisclosed rep, you can go onto the **G-Drive** under **CIO mailroom**, go to **suspected reps** and try to verify your suspected rep. Whether or not you can verify your suspected rep you should complete the next step to follow as well.

7. Go onto Google website, type in the mailing address from application. See if anything concerning your address pops up in regards to immigration. For example; you type in;

   C/O Dawn Rose, 151 Red Street, Suite 121, BC, Canada, Google will provide pages related to your search...look at the pages Google brings up and see if you can match up the mailing address on application, email address on application and possibly phone number on application. If you can link the mailing address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

8. If you have done a Google search for mailing address on application but cannot find a match/link, you can **Google the email address** provided on application. If you don't get a match via email you can move around the email address a bit, for example; mark@immigrationspecialist.com entered on Google; no match/link,

You could try to Google; markimmigrationspecialist; no match/link,
You could try; immigrationspecialist.com and so on until you've exhausted your possibilities searching email. If you can link the email address on your application to the website provided by Google, you must print out the page(s) and attach it to the application.

9. After performing your Google search on mailing/email address you only have two options;
    1. You have not found a match/link between mailing address/email address/phone # on Google; in this case you must let application go through as normal. You must let your suspicions go and process as normal.

    2. You have found a match/link between the mailing address/email address on application and Google search websites; you know that there is an undisclosed rep on file. By this point, you should already have Google web page printed out and attached to file. You must finish completeness checking application as per regular procedures. If the file would have been a **return**, attach any relevant appendix to application and give file to team leader, making sure that undisclosed rep info is on the top and appendix directly follows. If the file is **complete**, make sure that undisclosed rep info is on the top of the file and give file to team leader.

Procedures for Returning Original Docs

1. When you receive an original "old" document, we will now be making a copy of that document and placing the copy on file and returning the original with the attached letter. These originals would consist of original passports, original marriage certificates that are yellowed, ragged and wrinkled, original credit cards, original sin cards, etc. (documents that look irreplaceable) these do not include identity documents from India or any other regular identity document unless again they look irreplaceable. These documents should be easy to spot as they are very old looking. If you are unsure if a document should be returned, please do not hesitate to contact one of the team leaders.

   This letter can be located on the G-Drive

To retrieve insert please go to:

- My Computer
- Group (G:)
- FSWS GROUPS folder
- MAILROOM folder
- QSW folder
- QSW Documents
- z-Ltr-ENG- return original docs

2. Please note if your file is complete you will have to enter a note in GCMS stating that you returned an original document on a complete file; (please see " useful notes" below for an example of what note your note should say.

Note for files that are complete but have had an original doc returned to them;

Please note; PA provided original documents. Documents included were birth cert (for spouse and PA), marriage registration cert... All of these original docs have been sent back to mailing address on file as of INSERT DATE. A photocopy of each of these documents remains on complete application.

You will need to make appropriate changes to note to list what original documents were received and you returned back to client.

You will only be returning original documents that appear to be old and irreplaceable (usually yellowed, ripped, etc...), original passports, driver's license, ID cards, etc... All other original documents will follow the procedures on page 2 of this manual.

000597

Applications and Required Documents

CIC SYDNEY
FEB 11 2013
CIC MAILROOM

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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PAGE 1 of 5

RIO O.K. L.L.
No Ltr.
BA 550

GENERIC APPLICATION FORM FOR CANADA

APPLICATION DETAILS

1 Economic

2 Category under which you are applying: Quebec Selected Skilled Worker

Office use only: Validated: Yes

3 How many family members, including you, are in this application (see instructions guide)? 1

4 Location of office requested for processing this application: Ankara / Turkey

5 Language preference for: a) Correspondence: English; b) Interview: English; c) Interpreter requested: No

6 Where do you intend to live in Canada? a) Province or Territory: QC; b) City/Town: Montreal

7 a) Have you received your Certificat de Sélection du Québec (CSQ)? No / Yes; b) If yes, indicate the number:

c) If no, when did you apply for your CSQ? YYYY MM DD

PERSONAL DETAILS

1 Full Name
Family name(s) (exactly as shown on your passport or travel document):
Given name(s) (exactly as shown on your passport or travel document):

2 Have you ever used any other name (e.g. Nickname, maiden name, alias, etc.)? No / Yes
Family name(s):
Given name(s):

3 UCI:

4 Sex: Female

5 Height: cm OR ft in

6 Eye colour: Brown

7 Date of Birth: YYYY MM DD

8 Place of Birth: City/Town: Tehran; Country: Iran

9 Citizenship(s): 1) Iran; 2)

10 Current country of residence:

Country	Status	Other	From	To
Iran	Citizen		YYYY MM DD	YYYY MM DD

11 Date and place of your last entry to Canada: Date: YYYY MM DD; Place:

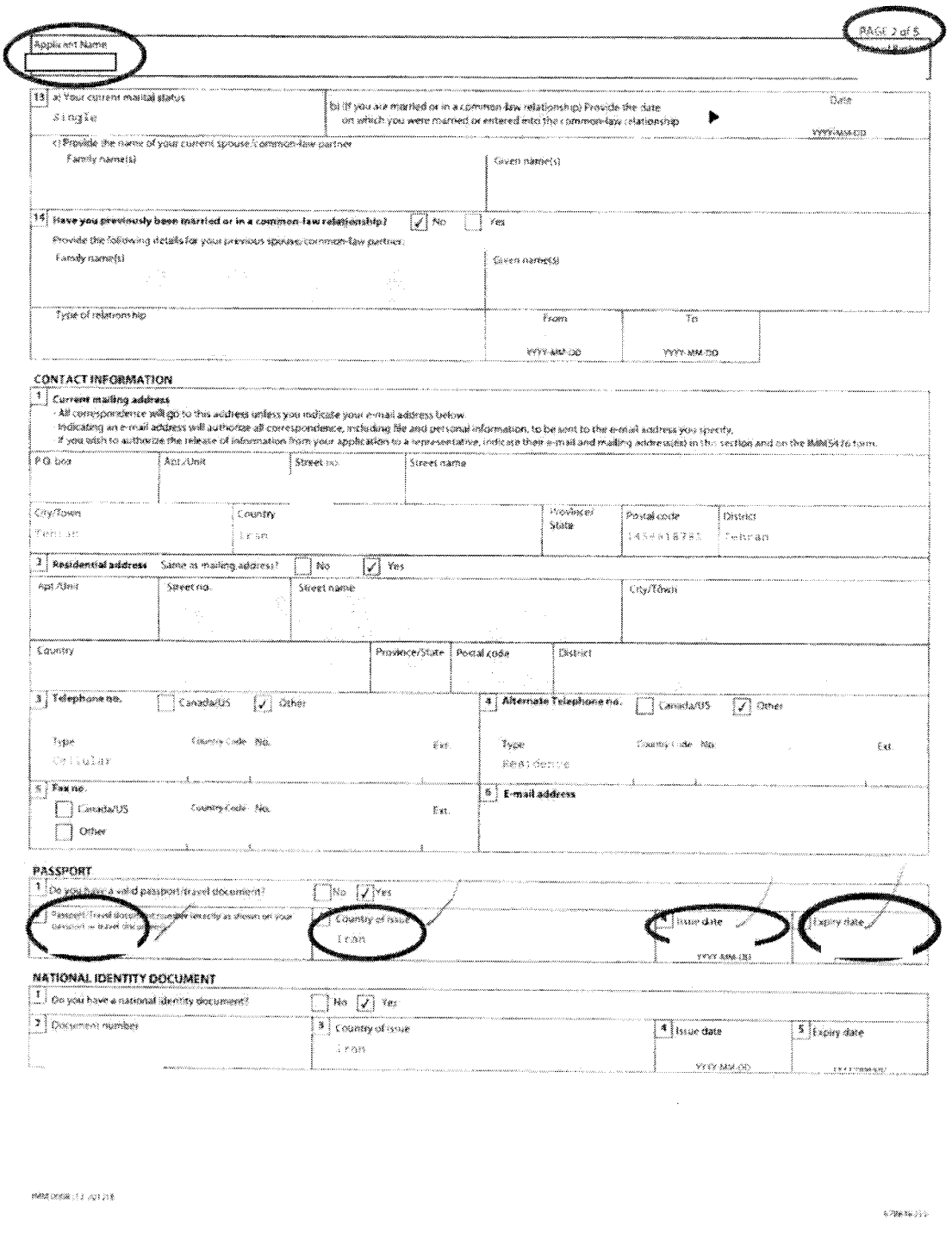
12 Previous countries of residence: During the past five years have you lived in any country other than your country of citizenship or your current country of residence indicated above for more than six months? No / Yes

Country	Status	Other	From	To
			YYYY MM DD	YYYY MM DD
			YYYY MM DD	YYYY MM DD

IMM 0008 (13-2011) E

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants.
(DISPONIBLE EN FRANÇAIS - IMM 0008 F)

Canada



Applicant Name

PAGE 2 of 5

13 a) Your current marital status
Single

b) If you are married or in a common-law relationship, provide the date on which you were married or entered into the common-law relationship ▶ Date YYYY/MM/DD

c) Provide the name of your current spouse/common-law partner
Family name(s) | Given name(s)

14 **Have you previously been married or in a common-law relationship?** ☑ No ☐ Yes

Provide the following details for your previous spouse/common-law partner.
Family name(s) | Given name(s)

Type of relationship | From YYYY-MM-DD | To YYYY-MM-DD

CONTACT INFORMATION

1 **Current mailing address**
- All correspondence will go to this address unless you indicate your e-mail address below.
Indicating an e-mail address will authorize all correspondence, including file and personal information, to be sent to the e-mail address you specify.
If you wish to authorize the release of information from your application to a representative, indicate their e-mail and mailing address(es) in this section and on the IMM5476 form.

P.O. box | Apt./Unit | Street no. | Street name

City/Town: Tehran | Country: Iran | Province/State | Postal code: 1454818785 | District: Tehran

2 **Residential address** Same as mailing address? ☐ No ☑ Yes

Apt./Unit | Street no. | Street name | City/Town

Country | Province/State | Postal code | District

3 **Telephone no.** ☐ Canada/US ☑ Other
Type: Cellular | Country code | No. | Ext.

4 **Alternate Telephone no.** ☐ Canada/US ☑ Other
Type: Residence | Country code | No. | Ext.

5 **Fax no.**
☐ Canada/US | Country code | No. | Ext.
☐ Other

6 **E-mail address**

PASSPORT

1 Do you have a valid passport/travel document? ☐ No ☑ Yes

2 Passport/Travel document number (exactly as shown on your passport or travel document) | 3 Country of issue: Iran | 4 Issue date YYYY-MM-DD | 5 Expiry date

NATIONAL IDENTITY DOCUMENT

1 Do you have a national identity document? ☐ No ☑ Yes

2 Document number | 3 Country of issue: Iran | 4 Issue date YYYY-MM-DD | 5 Expiry date

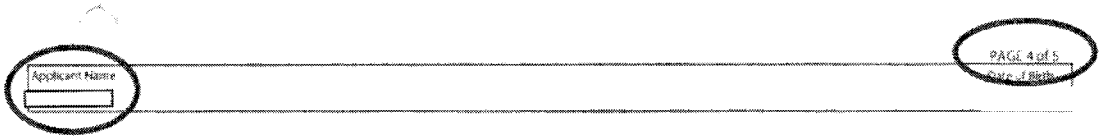
Applicant Name:

EDUCATION/OCCUPATION DETAIL

1 Highest level of education	2 Number of years of education in total
3 Current occupation	4 Intended occupation

LANGUAGE DETAIL

1 a) Native language	b) If your native language is not English or French, which one do you use most frequently?	2 Are you able to communicate in English and/or French?
Polish	French	Both


Applicant Name
PAGE 4 of 5

PAGE 5 of 5

Applicant Name:

CONSENT AND DECLARATION OF APPLICANT

Consent to release information to intended province/territory of destination

I, (first name, last name) _____ on behalf of myself and all dependants listed in this application, authorize Citizenship and Immigration Canada to share the information collected in this application as well as supporting documentation with provincial and territorial authorities with responsibility for immigration for the purposes of the *Immigration and Refugee Protection Act*.

I agree that the information contained in this application related to my intended occupation, education and work experience may be shared with prospective employers in order to assist them in hiring workers

☐ No ☑ Yes

Consent to release information for Evaluation purposes

This declaration covers the information I have provided on this form and all the information submitted in my application as well as in the attached schedules and accompanying documents

I understand that any false statements or concealment of a material fact may result in my exclusion from Canada and may be grounds for my prosecution or removal

I also understand that should I be found to be inadmissible for misrepresentation under section 127 of the *Immigration and Refugee Protection Act*, I may be barred from entering Canada for a period of two years following a final determination of my inadmissibility or, if this determination is made in Canada following my removal from Canada

I understand that if I wish to work in a regulated occupation, it is my responsibility to obtain information on the licensing requirements from the appropriate regulatory body in Canada and that should I be issued a visa for Canada, I am not guaranteed employment in Canada in any occupation or in any other occupation

I understand that should I be issued a visa for Canada, conditions may be imposed on me at the time of its issuance and that I will be required to meet them

I understand all the foregoing statements, having asked for and obtained an explanation on every point that was not clear to me.

I realize that once this document has been completed and signed, it will form part of my immigration record and will be used to verify my family details on future applications

I will immediately inform the visa office where I submitted my application if any of the information or the answers provided in my application forms change

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

_____ _____

Signature of Applicant or Parent/Legal Guardian for a person less than 18 years of age

Date: YYYY-MM-DD

IMPORTANT NOTE:
This application must be signed and dated before it is submitted.
Do not forget to include photos, fees (if applicable), and any other documents required by the visa office. Review application guide and kit for more information and verify you have completed all of the requested documents as per the document checklist.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada. It will be stored in Personal Information Bank (PIB) CIC PPR 001 entitled Immigration and Refugee Client Processing and PPR 005 entitled Permanent Resident Data System. The information may be shared with other Canadian government departments and agencies, including the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS), and foreign governments in accordance with subsection 8(2) of the *Privacy Act* and information may also be disclosed to provincial governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation where such sharing of information may not put the individual and or his/her family at risk. Information may also be systematically validated by other Canadian government institutions under the terms of an agreement or arrangement for the purposes of validating status and identity to administer those programs. In accordance with the *Privacy Act* and the *Access to Information Act*, individuals have a right to access, correction and protection of their personal information. Details on these matters are available at the Info Source website (http://infosource.gc.ca) and through the Citizenship and Immigration Canada call centre.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

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SCHEDULE A
BACKGROUND / DECLARATION

The principal applicant, his or her spouse or common-law partner, if applicable, and all dependent children aged 18 years or older listed in the application for permanent residence must complete their own copy of this form.

If there is not enough space to provide all the necessary information, attach to this form a separate sheet of paper with further details. Print your name at the top of each additional sheet and indicate the form's title and the number of the question you are answering.

Before you start completing this form, make enough photocopies for your needs. You can also print all or part of this form from our Web site at www.cic.gc.ca.

BEFORE YOU START, READ THE INSTRUCTION GUIDE

TYPE or PRINT in black ink

☑ The principal applicant ☐ The spouse, common-law partner ☐ A dependent child aged 18 years or older of the principal applicant

1. **Your full name**
   Family name
   Given name(s)

2. **Your full name written in your native language or script** (e.g., Arabic, Cyrillic, Chinese, Korean, Japanese characters or Chinese comm[illegible])

3. **Your date of birth**

4. **Personal details of your father**
   Family name
   Given name(s)
   Date of birth
   Town/City of birth
   Country of birth
   Date of death, if deceased — Year "NA" Month "NA" Day "NA"

5. **Personal details of your mother**
   Family name at birth
   Given name(s)
   Date of birth
   Town/City of birth
   Country of birth
   Date of death, if deceased — Year "NA" Month "NA" Day "NA"

6. **Have you, or, if you are the principal applicant, any of your family members listed in your application for permanent residence in Canada, ever:**

	YES	NO
a) been convicted of a crime or offence in Canada for which a pardon has not been granted under the *Criminal Records Act of Canada*?	☐	☑
b) been convicted of, or are you currently charged with, on trial for, or party to a crime or offence, or subject of any criminal proceedings in any other country?	☐	☑
c) made previous claims for refugee protection in Canada or at a Canadian visa office abroad, in any other country or countries, or with the United Nations High Commissioner for Refugees (UNHCR)?	☐	☑
d) been refused refugee status, an immigrant or permanent resident visa (including a *Certificat de sélection du Québec* (CSQ) or application to the *Provincial Nominee Program*) or visitor or temporary resident visa, to Canada or any other country?	☐	☑
e) been refused admission to, or ordered to leave, Canada or any other country?	☐	☑
f) been involved in an act of genocide, a war crime or in the commission of a crime against humanity?	☐	☑
g) used, planned or advocated the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
h) been associated with a group that used, uses, advocated or advocates the use of armed struggle or violence to reach political, religious or social objectives?	☐	☑
i) been member of an organization that is or was engaged in an activity that is part of a pattern of criminal activity?	☐	☑
j) been detained, incarcerated or put in jail?	☐	☑
k) had any serious disease or physical or mental disorder?	☐	☑

If your answer to any of these questions is YES, provide details below.

"NA"

7. **Education**

Give the number of years of school you successfully completed for each of the following levels of education.

_____ Elementary/ primary school _____ Secondary/ high school _____ University/ college "NA" Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. **Personal history**

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. **Membership or association with organizations**

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country
"NA"		"NA"		"NA"	"NA"	"NA"	"NA"

10. **Government positions**

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held
"NA"		"NA"		"NA"	"NA"	"NA"

7. **Education**

Give the number of years of school you successfully completed for each of the following levels of education.

Elementary/ primary school	Secondary/ high school	University/ college	Trade school or other post secondary school

Give full details of all the secondary and post secondary education (including university, college and apprenticeship training) you have had.

From Y	From M	To Y	To M	Name of institution	City and country	Type of certificate or diploma issued

8. **Personal history**

Provide the details of your personal history since the age of 18, or the past 10 years, whichever comes first.
Start with the most recent information. Under "Activity", write your occupation or job title if you were working. If you were not working, provide information on what you were doing (for example: unemployed, studying, travelling, retired, in detention, etc.).

Note: Please ensure that you do not leave any gaps in time.

Failure to account for all time periods will result in a delay in the processing of your application.

From Y	From M	To Y	To M	Activity	City or town and country	Name of company, employer, school, facility, as applicable

9. **Membership or association with organizations**

What organizations have you supported, been a member of or been associated with? Include any political, social, youth or student organization, trade unions and professional associations. Do not use abbreviations. Indicate the city and country where you were a member.
Write "NONE" in the box if you have not been a member of any association/organization.

From Y	From M	To Y	To M	Name of organization	Type of organization	Activities and/or positions held within organization	City and country

10. **Government positions**

List any government positions (such as civil servant, judge, police officer) you have held. Do not use abbreviations.
Write "NONE" in the box if you have not held any government position.

From Y	From M	To Y	To M	Country and level of jurisdiction (e.g. national, regional, municipal)	Department/Branch	Activities and/or positions held

IMM 5669 (07-2011) E

11. Military service

Provide below details of military service for each of the countries in whose armed forces you served.
Write "NONE" in the box if you have not undertaken military service.

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

Name of country: "NA"

From Y	From M	To Y	To M	Branch of service, unit numbers and names of your commanding officers	Rank(s)	Dates and places of any active combat
"NA"		"NA"		"NA"	"NA"	"NA"

12. Addresses

List all addresses where you have lived since your 18th birthday. Do not use P.O. box addresses.

From Y	From M	To Y	To M	Street and number	City or town	Province, State or District	Country

IMM 5669 (07-2011) E

Authority to disclose personal information

By submitting this form, you consent to the release to Canadian government authorities of all records and information any government authority, including police, judicial and state authorities in all countries in which you have lived may possess on your behalf concerning any investigations, arrests, charges, trials, convictions and sentences. This information will be used to assist in evaluating your suitability for admission to Canada or remaining in Canada pursuant to Canadian legislation.

Declaration of applicant

I declare that the information I have given is truthful, complete and correct.

Signature _____ Date Year Month Day

DO NOT COMPLETE THE FOLLOWING SECTION NOW. YOU MAY BE ASKED TO SIGN IN THE PRESENCE OF A REPRESENTATIVE OF THE CANADIAN GOVERNMENT OR AN OFFICIAL APPOINTED BY THE CANADIAN GOVERNMENT.

Solemn declaration

I _____ do solemnly declare that the information I have given in the foregoing application is truthful, complete and correct, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath.

Signature of applicant _____

Interpreter declaration

I _____ do solemnly declare that I have faithfully and accurately interpreted in the _____ language the content of this application and any related forms to the person concerned.

I have been informed by the person concerned, and I do verily believe, that he or she completely understands the nature and effect of these forms, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as is made under oath.

Signature of interpreter _____

Declared before me at _____ this _____ day of _____ of the year _____

Canadian Government official Name ▶ _____ Signature ▶ _____

Please print or type

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence. It will be stored in Personal Information Banks (PPU 039 entitled Overseas Immigration Case File and PPU 042 entitled Immigrant Case File). It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the provisions of the *Privacy Act* and the *Access to Information Act*, individuals have the right to protection of and access to their personal information. Details on these matters are available at the Infosource website (http://infosource.gc.ca) and are also available at public libraries across Canada.

IMM 5669 (07-2011) E

You will need a Schedule A for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PAGE 1 OF 2

PROTECTED WHEN COMPLETED - B

SUPPLEMENTARY INFORMATION
Your travels

IMM 5562 (05-2004) English

The principal applicant must complete this form.

If there is not enough space to provide all the necessary information, use an extra sheet of paper. Print your name and the form's title on the additional sheet.

FOR OFFICE USE ONLY

1 - Your full name

Family name

Given name(s)

2 - List all trips you, and if applicable, your family members have taken outside your country of origin or of residence in the last ten years (or since your 18th birthday if this was less than ten years ago). Include all trips: tourism, business, training, etc. If you or your family member did not travel outside of your country during this period, check "did not travel".
For example:

04-2004	04-2004	6 days	Madrid, Spain	Business

a) You ☑ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

b) Your spouse or common-law partner ☐ did not travel

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

c) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

d) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

e) Your dependent child 18 years old or older ☐ did not travel

Given name(s) "NA"

From M Y	To M Y	Length	Destination (City and country)	Purpose of travel
"NA"	"NA"	"NA"	"NA"	"NA"

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used for the purpose of assessing your application for permanent residence according to the requirements of the Act. It will be retained in Personal Information Bank CIC PPU 039 entitled Overseas Immigration Case File identified in **Infosource**. It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5562 (09-2004) E

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B
PAGE 1 OF 1

SCHEDULE 5
DECLARATION OF INTENT TO RESIDE IN QUEBEC
ECONOMIC CLASSES

The principal applicant must complete this form.

1. Your full name
   Family name
   Given name(s)

2. Your date of birth
   Day Month Year

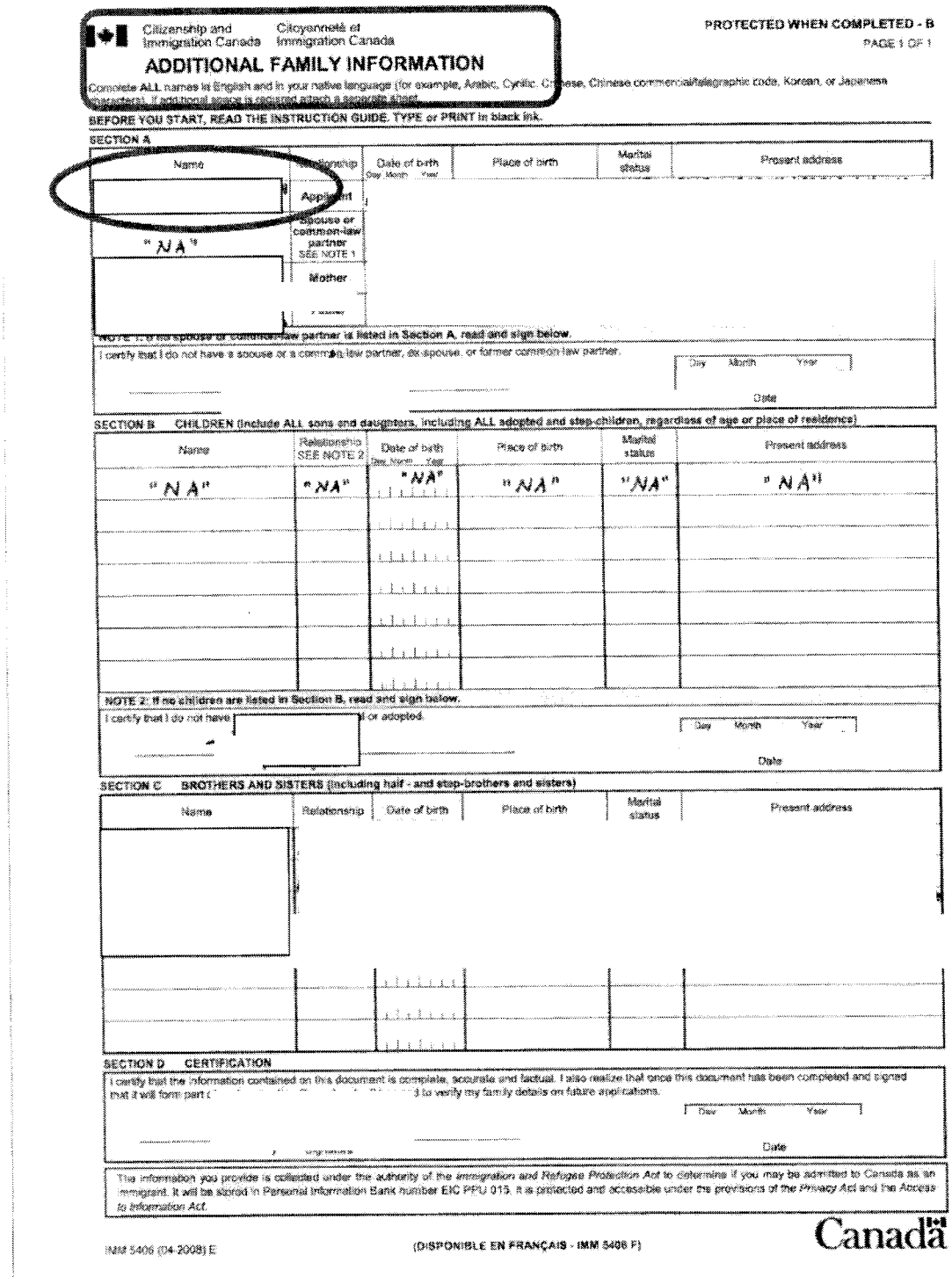
Declaration

I declare that my family members and I intend to live in the Province of Quebec.

I authorize the Government of Canada to share all necessary information with respect to my application for permanent residence in Canada, including the decision made on my application, with officials of the Province of Quebec.

Signature

Date



Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

PAGE 1 OF 1

ADDITIONAL FAMILY INFORMATION

Complete ALL names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). If additional space is required, attach a separate sheet.

BEFORE YOU START, READ THE INSTRUCTION GUIDE. TYPE or PRINT in black ink.

SECTION A

Name	Relationship	Date of birth (Day Month Year)	Place of birth	Marital status	Present address
	Applicant				
"NA"	Spouse or common-law partner SEE NOTE 1				
	Mother				

NOTE 1: If no spouse or common-law partner is listed in Section A, read and sign below.

I certify that I do not have a spouse or a common-law partner, ex-spouse, or former common-law partner.

Day Month Year

Date

SECTION B CHILDREN (include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Name	Relationship SEE NOTE 2	Date of birth (Day Month Year)	Place of birth	Marital status	Present address
"NA"	"NA"	"NA"	"NA"	"NA"	"NA"

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have [illegible] or adopted.

Day Month Year

Date

SECTION C BROTHERS AND SISTERS (including half - and step-brothers and sisters)

Name	Relationship	Date of birth	Place of birth	Marital status	Present address

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of [illegible] to verify my family details on future applications.

Day Month Year

Signature Date

The information you provide is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as an immigrant. It will be stored in Personal Information Bank number CIC PPU 015. It is protected and accessible under the provisions of the *Privacy Act* and the *Access to Information Act*.

IMM 5406 (04-2008) E

(DISPONIBLE EN FRANÇAIS - IMM 5406 F)

Canada

You will need an Additional Family Info form for everyone on the application that is 18 years of age or older.

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

PROTECTED WHEN COMPLETED - B

IMM 5476 (03-2012) E

USE OF A REPRESENTATIVE

You do not need to hire an immigration representative, it is your choice. No one can guarantee the approval of your application. All the forms and information that you need to apply are available free at www.cic.gc.ca.

A representative is someone who has provided advice or guidance to you prior to submitting your application, following the submission of your application, and/or someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA). You may have **one** representative only. If you appoint an additional representative, the previous representative will no longer be authorized to conduct business on your behalf and receive information on your case file.

I am: ☐ appointing a representative. **Complete Sections A, B and D.**

☐ cancelling the appointment of a representative. **Complete Section A, C and D.**

SECTION A: APPLICANT INFORMATION

1. **Your full name**

   Family name (Surname)

   Given name(s)

2. **Your date of birth** (Year / Month / Day)

3. **If you have already submitted your application:**

   Name of office where the application was submitted

   Location of office

   Type of application
   (permanent residence, extension of study permit, etc.)

4. **Your Citizenship and Immigration Canada identification number** (if known)

   Client Identification (ID) or
   Unique Client Identifier (UCI) number

SECTION B: APPOINTMENT OF REPRESENTATIVE

- I authorize the following individual to serve as my representative and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.
- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file and that of my dependent children under 18 years of age to my representative. This authorization is in accordance with the *Privacy Act*.
- I am aware that any information which would be subject to exemption, if I had the right of access under the *Privacy Act* or the *Access to Information Act*, will likely not be released.

5. **Your representative's full name**

   Family name (Surname)

   Given name(s)

6. **Your representative** (choose one)

   is UNCOMPENSATED and is a:

   ☐ family member or friend

   ☐ member of a non-governmental or religious organization

   ☐ member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a Canadian provincial or territorial law society, or the *Chambre des notaires du Québec*

   ☐ other

   is or will be COMPENSATED and is a member in good standing of:

   ☐ the Immigration Consultants of Canada Regulatory Council (ICCRC)
   - ▶ Membership ID number

   ☐ a Canadian provincial or territorial law society
   - ▶ Which province or territory?
   - ▶ Membership ID number

   ☐ the *Chambre des notaires du Québec*
   - ▶ Membership ID number

This form is made available by Citizenship and Immigration Canada and is not to be sold to applicants
(DISPONIBLE EN FRANÇAIS - IMM 5476 F)

Canada

7. Your representative's contact information

Name of firm or organization (if applicable)

Mailing address

Postal code/ZIP

Telephone number | Country code ( ) | Area code ( ) | Number

Fax number | Country code ( ) | Area code ( ) | Number

E-mail address (if applicable)

By indicating your representative's e-mail address, you are hereby authorizing Citizenship and Immigration Canada to transmit your file and personal information to this specific e-mail address.

8. Your representative's declaration:

- I declare that the information in Section B is truthful, complete and correct.
- I understand and accept that I am the person appointed by the applicant to conduct business on the applicant or sponsor's behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

Signature of representative

Date — Year / Month / Day

SECTION C: CANCEL THE APPOINTMENT OF A REPRESENTATIVE

I withdraw my authorization for this person to serve as my representative, to receive information on my case file and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

9. Your representative's full name

Family name (Surname)

Given name(s)

Name of firm or organization (if applicable)

SECTION D: YOUR DECLARATION

10.

- I declare that the information I have given is truthful, complete and correct.
- I understand all the foregoing statements, having asked for and obtained an explanation for every point that was not clear to me.

Signature of applicant

Date — Year / Month / Day

Signature of spouse or common-law partner (if applicable)

Date — Year / Month / Day

Warning! It is a serious offence to give false or misleading information on this form.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used in assessing your application according to the requirements of the Act. It will be retained in a Personal Information Bank identified in **Infosource**. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security and Intelligence Service (CSIS), where there is an agreement or arrangement with a foreign government, in accordance with subsection 8(2) of the *Privacy Act*. Pursuant to the *Immigration and Refugee Protection Regulations*, the information may also be shared with a regulatory body that is responsible for governing or investigating the conduct of representatives, such as a provincial and territorial law society, the *Chambre des Notaires du Québec* and the Immigration Consultants of Canada Regulatory Council (ICCRC). Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**

IMM 5476 (03-2012) E

This is only necessary if there is an Authorized Paid Rep or an Unpaid Rep.

Clients do not need to use a rep.

Page 615

is withheld pursuant to section

est retenue en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information

Québec

Certificat de sélection du Québec

Résidence permanente

1. Unité administrative
Direction de l'Immigration Économique - Moyen-Orient

2. Numéro du dossier

3. Numéro de référence individuel

Le présent certificat atteste que le requérant identifié ci-dessous répond aux exigences du Québec conformément à la Loi sur l'immigration au Québec (L.R.Q., c. I-0.2) et au Règlement sur la sélection des ressortissants étrangers (R.R.Q., c.M 23.1,r.2).

4. Nom à la naissance

5. Prénom

6. Autre nom ou prénom

7. Date de naissance

8. Sexe
F
Code

9. Catégorie
IQ Travailleur qualifié

10. Nombre de personnes
1

11. Région de destination
06 Montréal

12. Classification nationale des professions
3152
Infirmière autorisée

Classification type des industries

13. Entrevue
R

14. Connaissances linguistiques
NF

15. CSQ antérieur
0

16. Programme spécial

17. Bureau fédéral
BVC de ANKARA

18. Autre numéro de référence

19. Remarque
Code 130. Dossier visé par traitement prioritaire - domaine de formation.

20. Date de délivrance

21. Date d'échéance

22. Nom du fonctionnaire
Julien Bois

Code
D00404

23. Signature autorisée

Avis important

Le présent certificat n'est ni une pièce d'identité, ni un document d'admission. Il ne saurait en aucun cas dispenser son titulaire du document délivré par le Gouvernement du Canada.

Conservez-le cependant précieusement ; il pourra vous être demandé au Québec.

Ministère de l'Immigration et des Communautés culturelles

2- IMMIGRATION - CANADA

Page 617

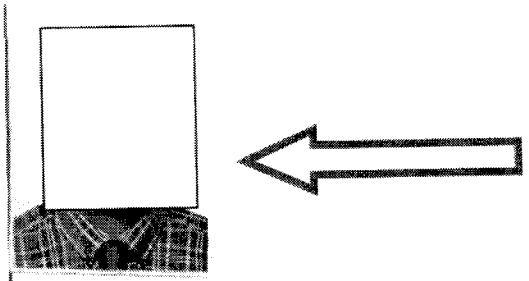
is withheld pursuant to section

est retenue en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'accès à l'information



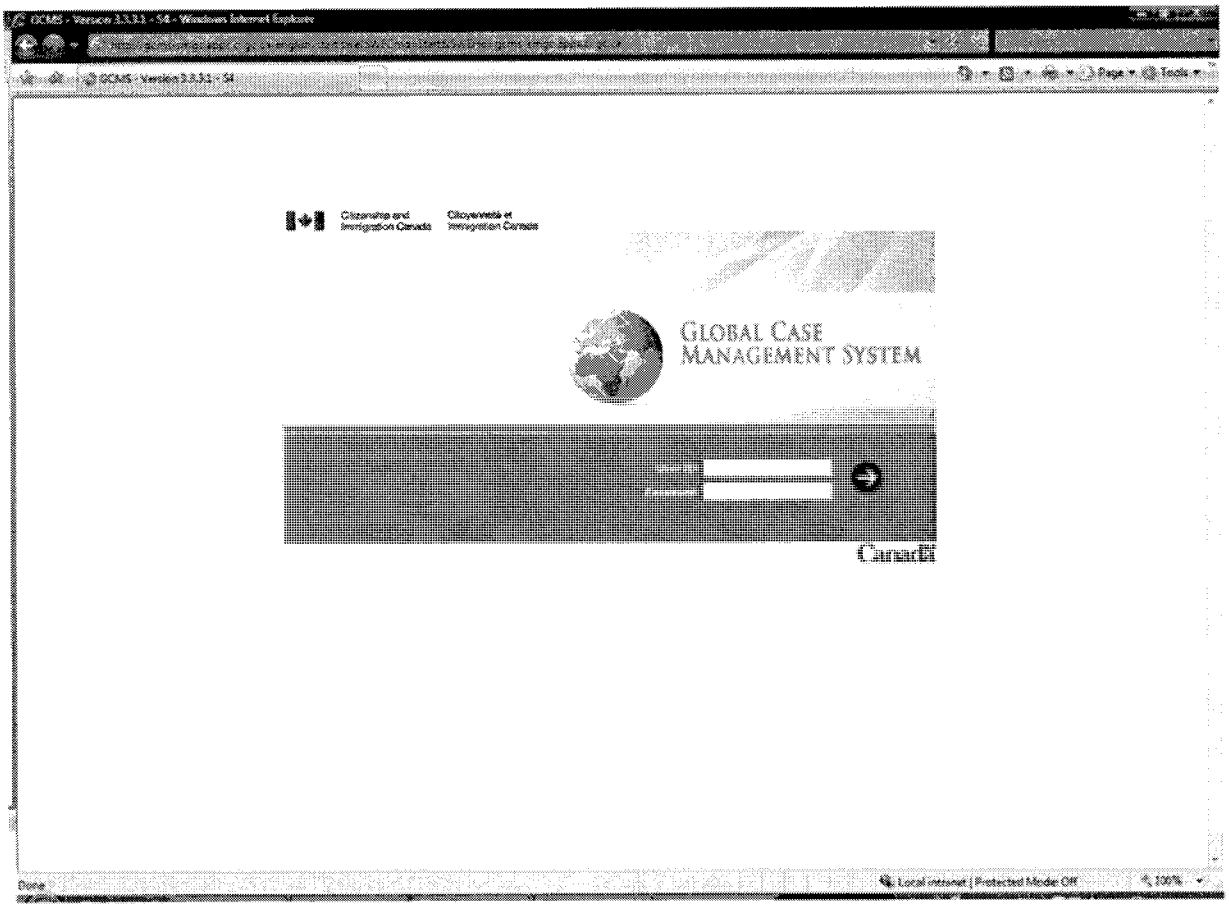
Need at least 1 picture per person on the file

s.19(1)

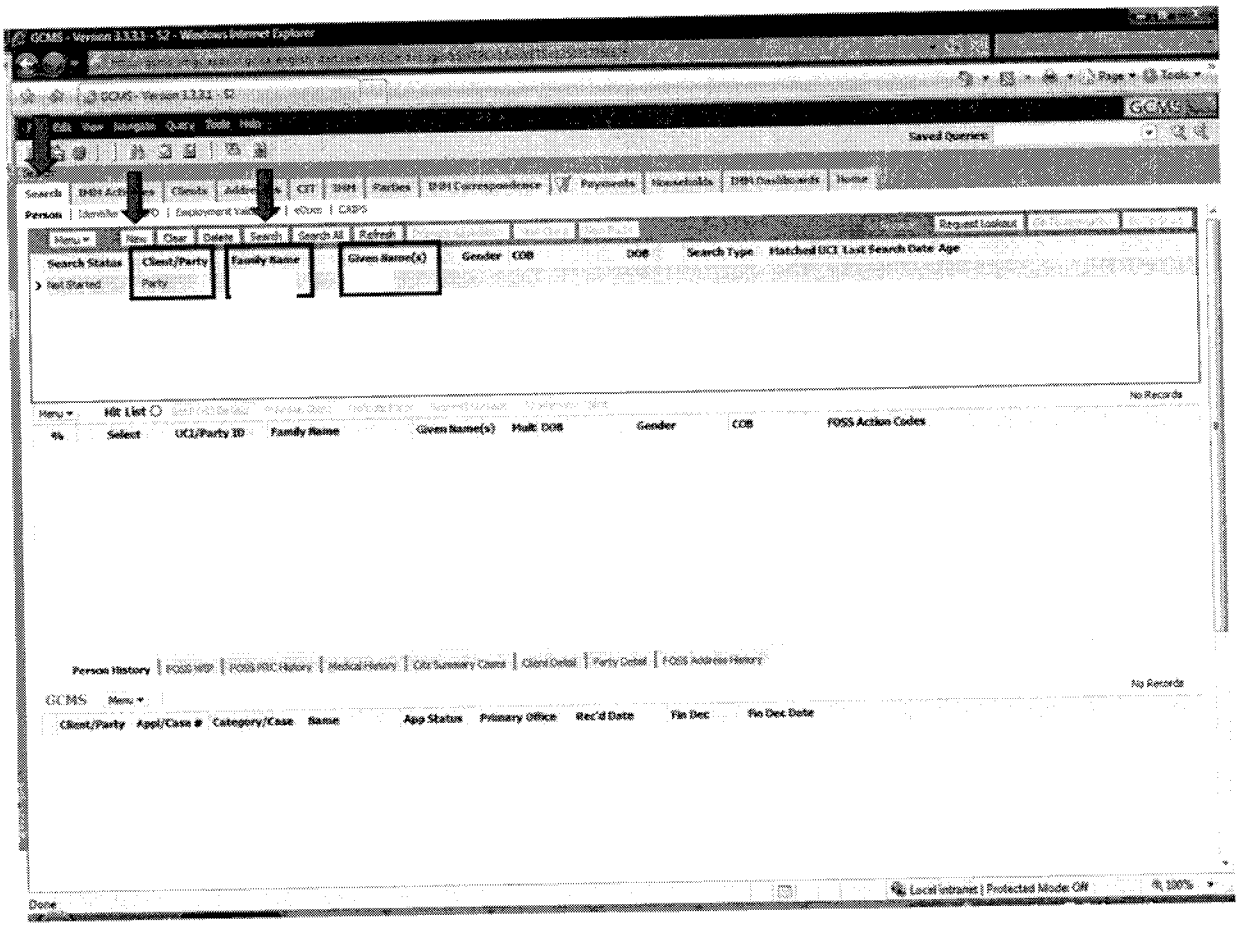
GCMS Step by Step Instructions

000619

Step by Step Instructions for Searching Reps in GCMS



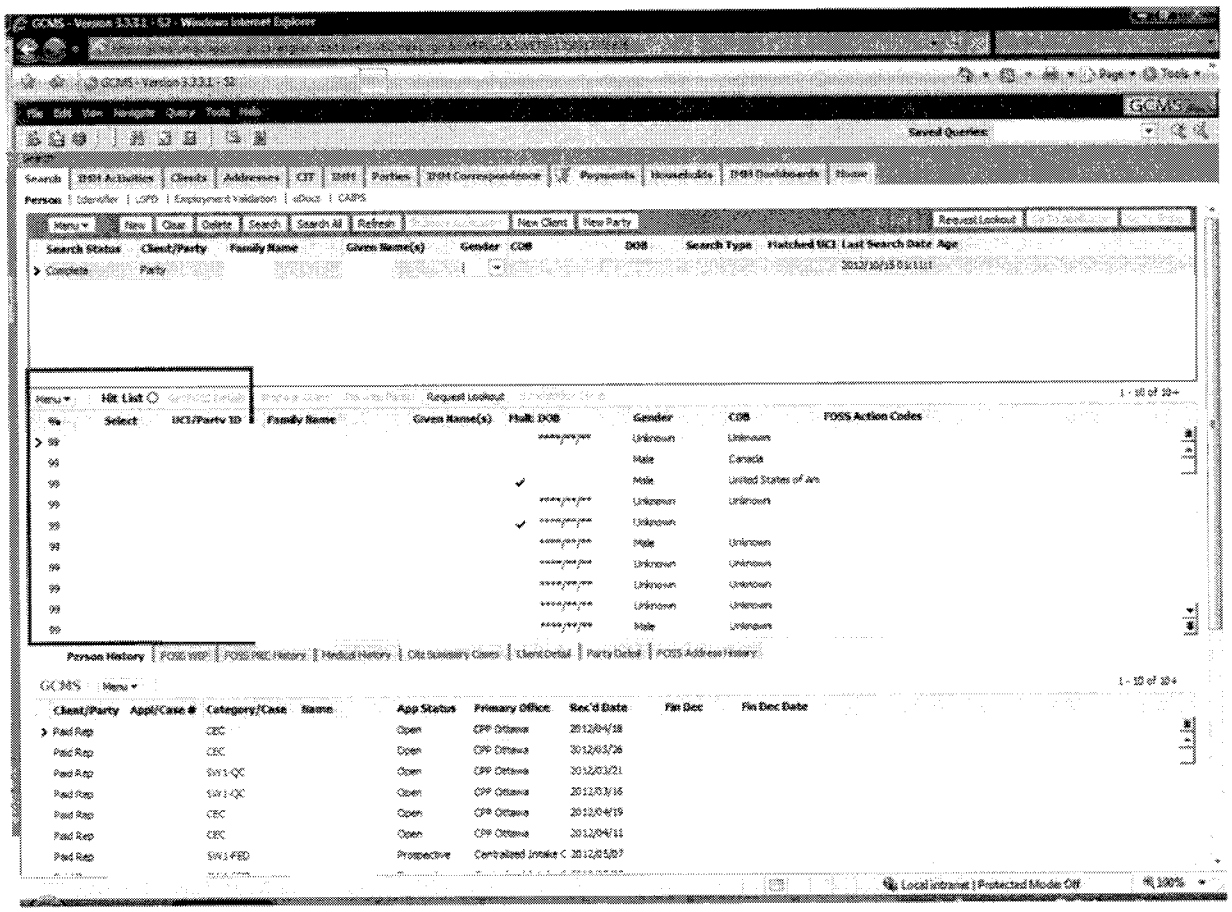
1. Log into GCMS (this is your work email address and your system password)



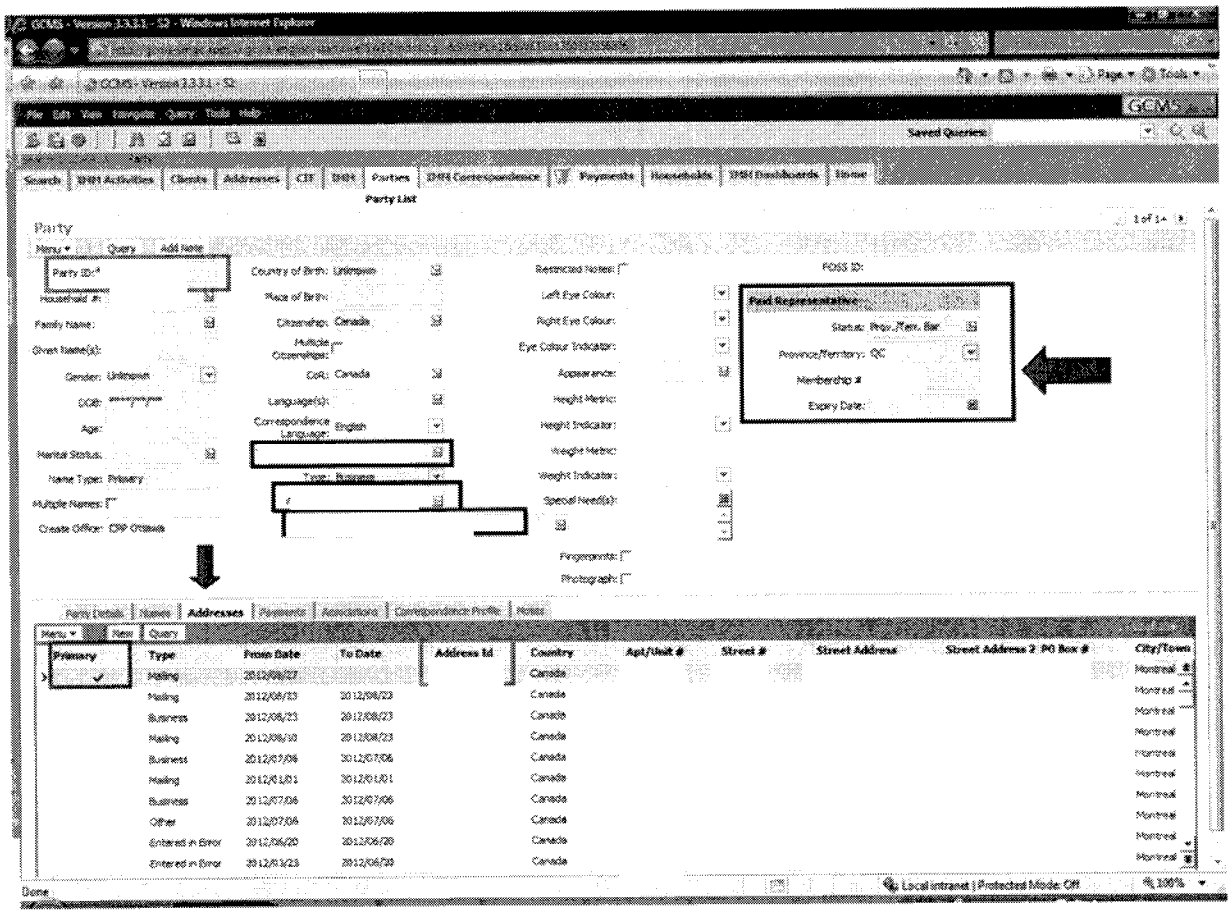
To Search a Rep in GCMS

1. Click on **Search Tab**
2. Click **New**
3. Select **Party** from **Client/Party** block
4. Enter **Family Name**
    a. Press Tab
5. Enter **Given Name(s)**
6. Click **Search**

The Rep's ID will always start with a **P**.



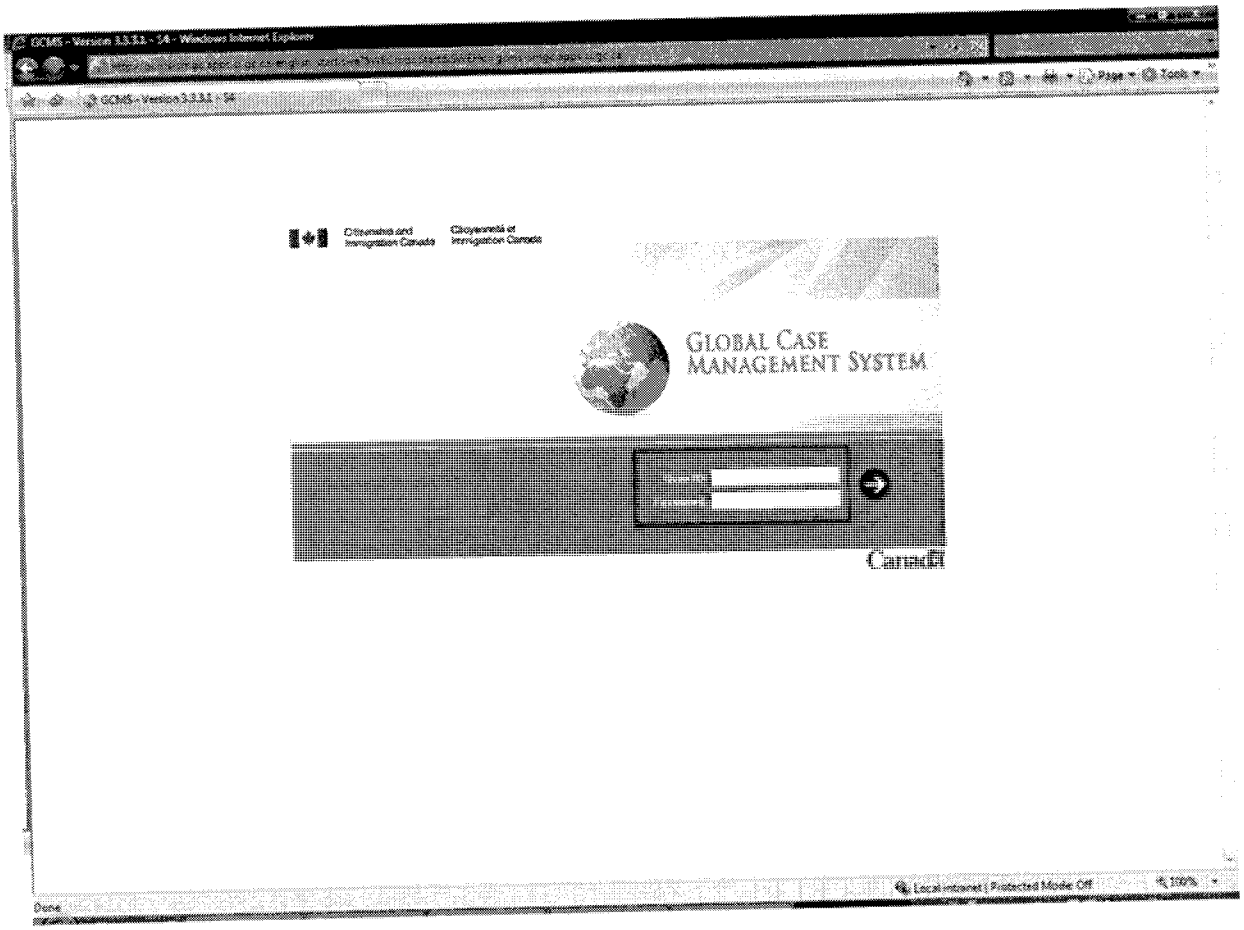
1. Click on P# (usually first one in **Hit List**)



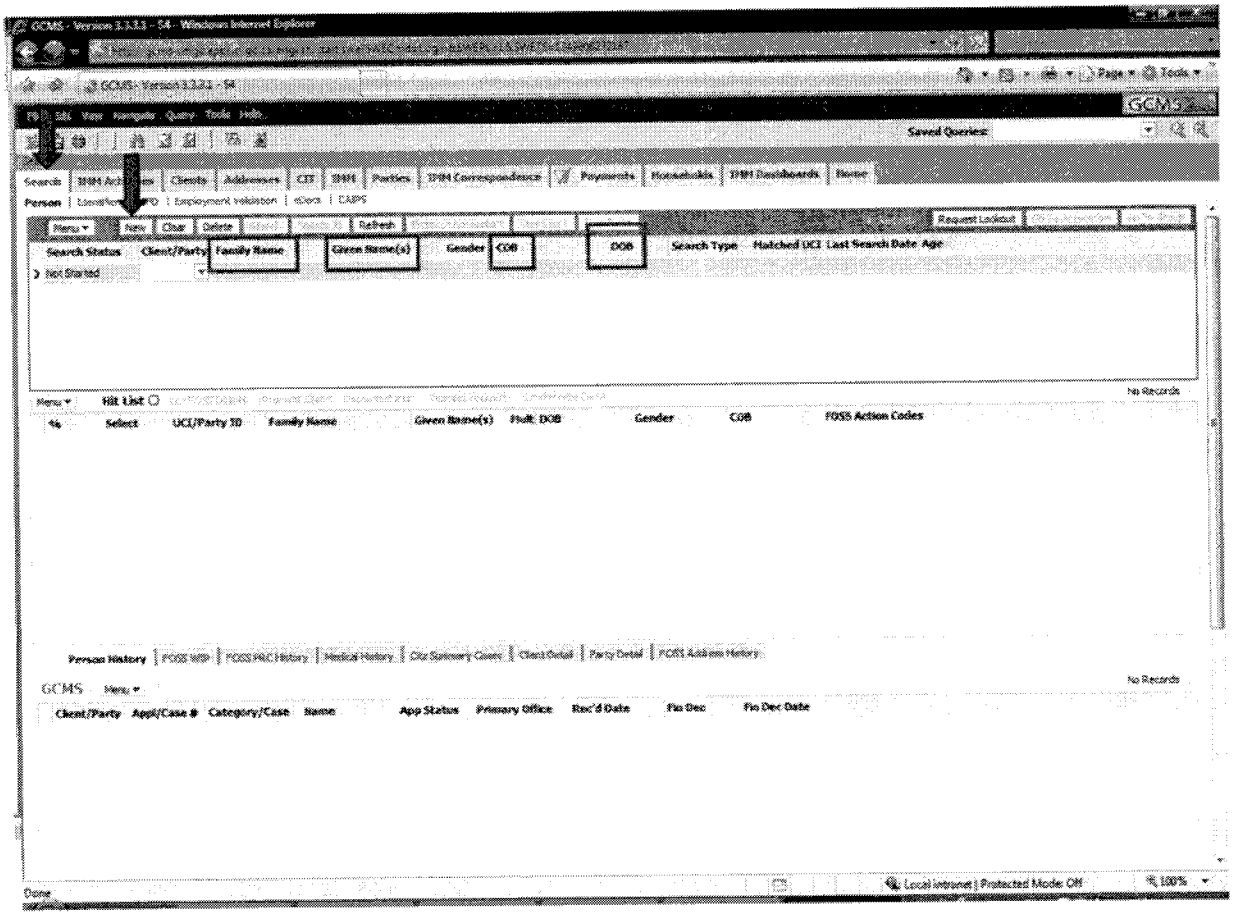
1. Confirm the following information and make any necessary changes
    a. **Telephone number**
    b. **Fax number**
    c. **Email Address**
    d. **Paid Representative details** (if applicable)
        i. **Status**
        ii. **Province/Territory** (only for lawyers)
        iii. **Membership #**
2. Click on **Address** Tab
    a. Check addresses to see if one matches the Rep form. If one does not match, create a new address to contain all necessary information.
        i. Check under Street Address 2 first, as we want to find an address that has the company name (if applicable) only
    b. Mark correct address as **Primary**

Once you have located the Rep in GCMS and have confirmed the appropriate info, write the Party ID# and the Address ID on the first page of the Rep form in the middle on the right hand side of page.

Step by Step Instructions for searching PA in GCMS



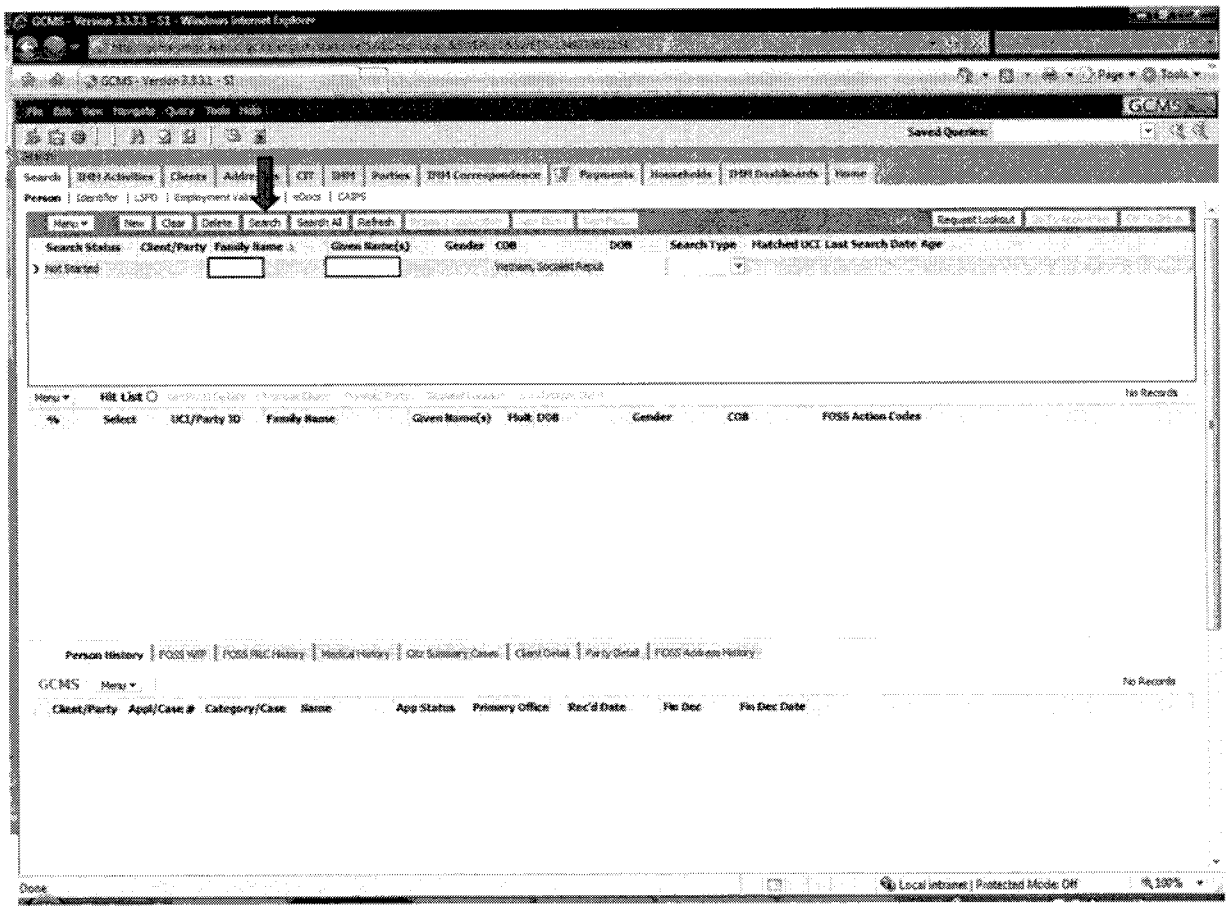
1. Log into GCMS (this is your work email address and your computer password)



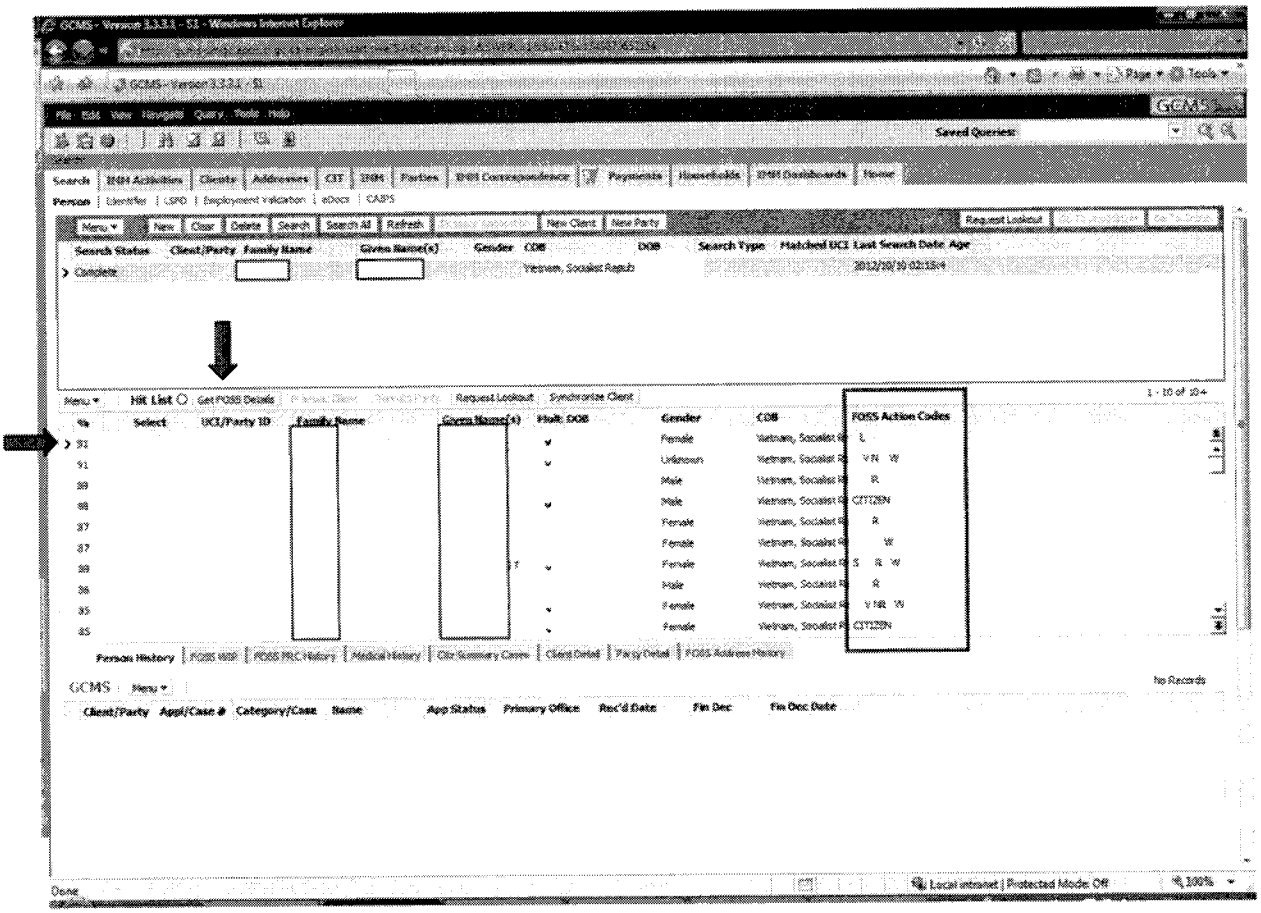
To Search Client in GCMS

1. Click **Search** Tab
2. Click "**NEW**"
3. Type in the following information under the proper fields
    a. Surname
    b. Given name
    c. DOB
    d. COB

Do not search by Gender. If gender is entered incorrectly into GCMS, you will not get all possible "HITS".



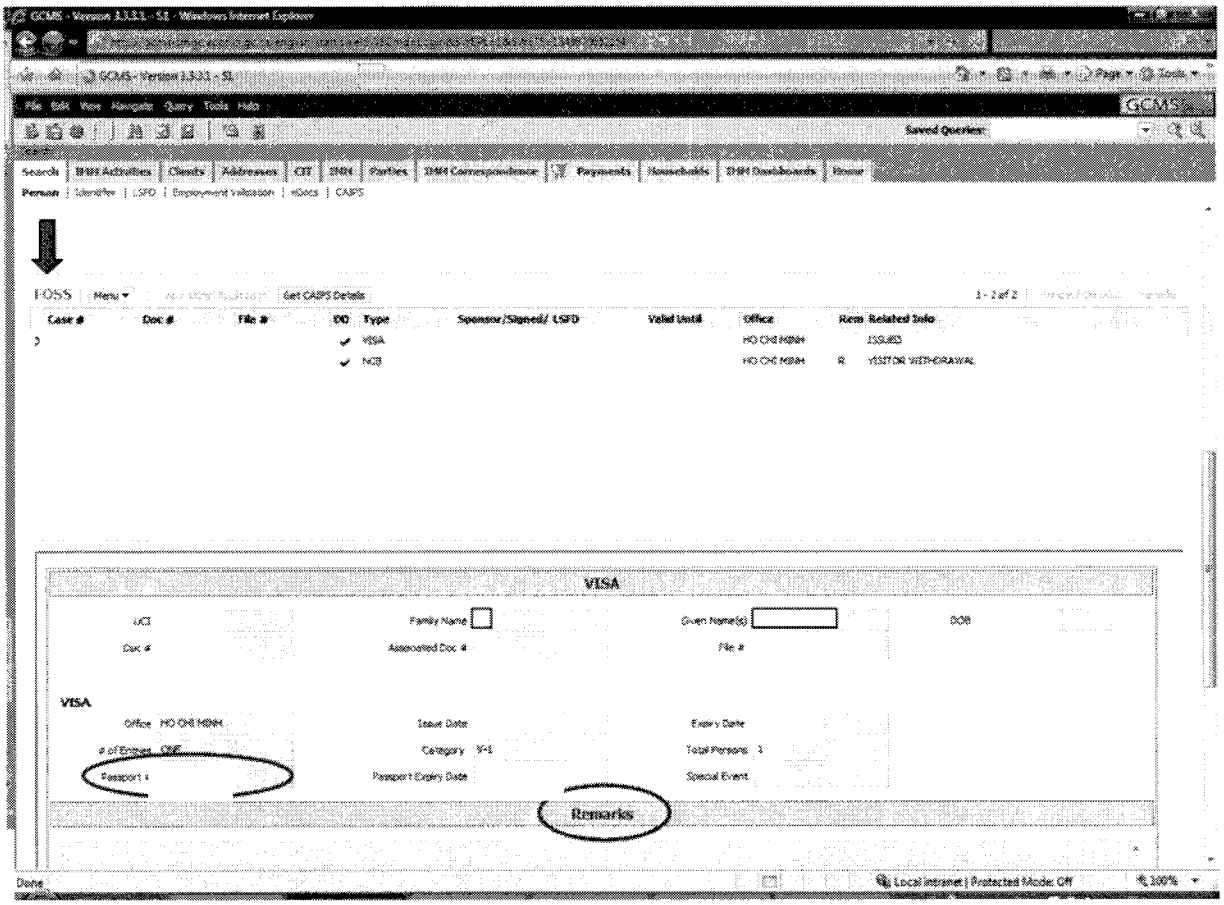
4. Click "**Search**" Button



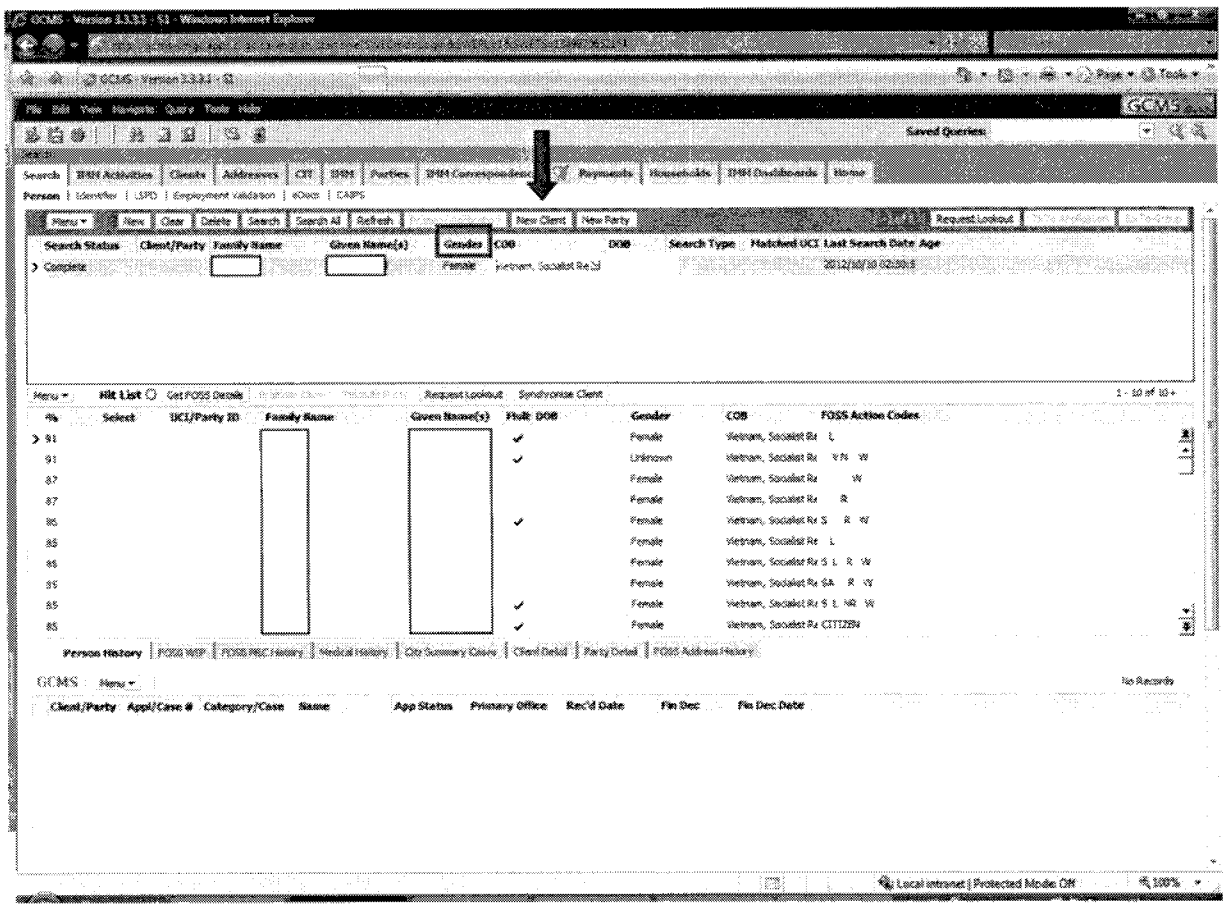
5. Scroll down and check for any hits. If you suspect you have a hit, do the following:
    a. Highlight the line you think is your PA (just click anywhere on the line except for the **FOSS ID**
    b. If there are **FOSS Action Codes** to the right hand side click "**Get FOSS details**"
        i. Pay close attention to the **FOSS Action Codes** as anyone with an "**L**" or "**CITIZEN**" may not be able to be processed, please bring these files to your Team Leader

There are a few places you can look to see if you client should be in GCMS:

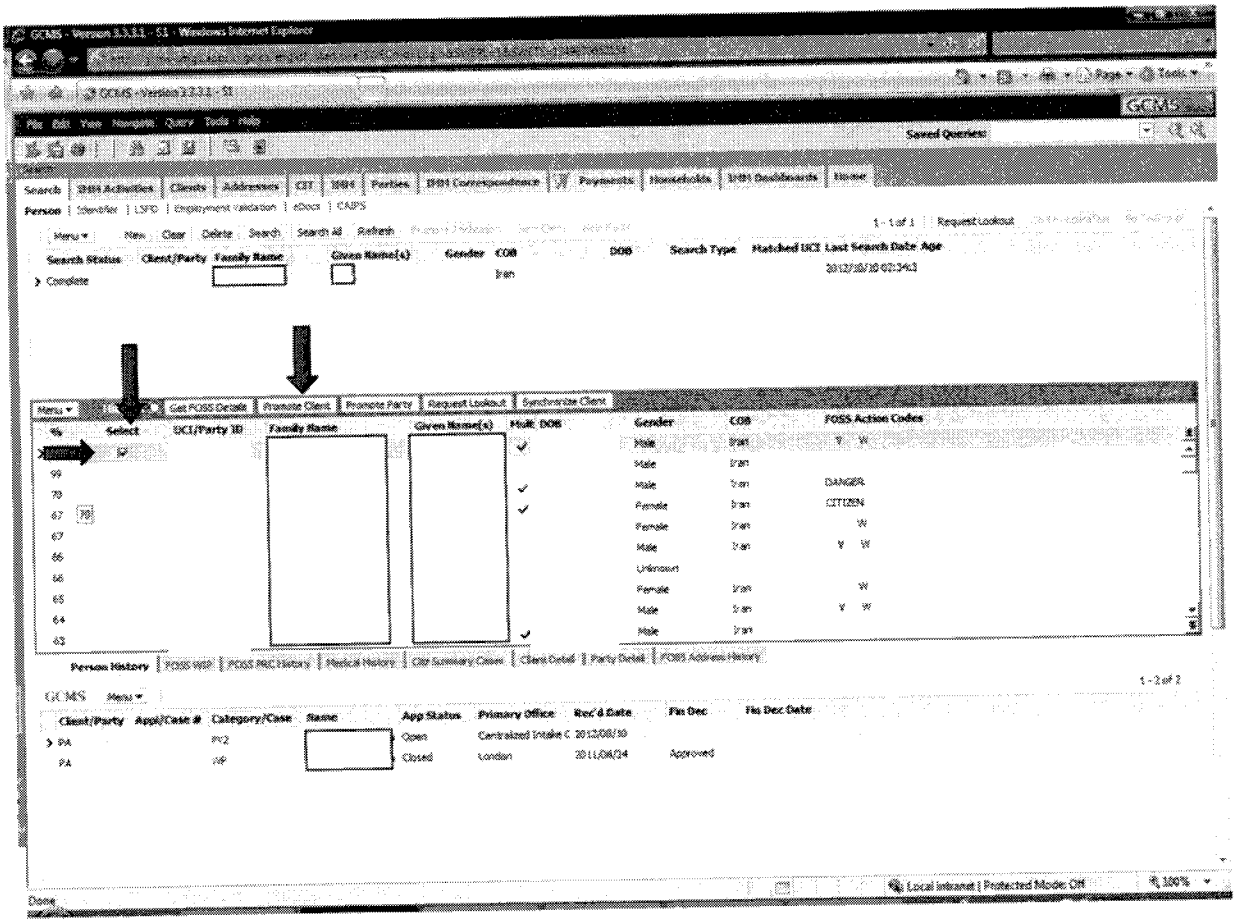
- IMM0008 (Current Country of Residence)
- Schedule A (Text box on page 1, or Addresses on page 3)
- Supplementary Info – Your Travels



c. Scroll through the different files under "**FOSS**" to see if you can link that ID to your client. You can try to find a **Passport** number that matches, or you may have to read the section "**Remarks**" to find something to link your client to the ID.



6. If you are unable to find a **FOSS** Id, you will have to re-do your search, but adding the **gender** this time.
7. You will then click "**New Client**". Make sure to write the **UCI** that you created onto the application



8. If you are able to determine that a **FOSS** Id does belong to your client, you will need to do the following
    a. Click in the section "**Select**"
    b. A white box will appear in that space, and you will need to click in the box to put a checkmark
    c. Step off (I usually click in the search section) and you will now be able to click "**Promote Client**"
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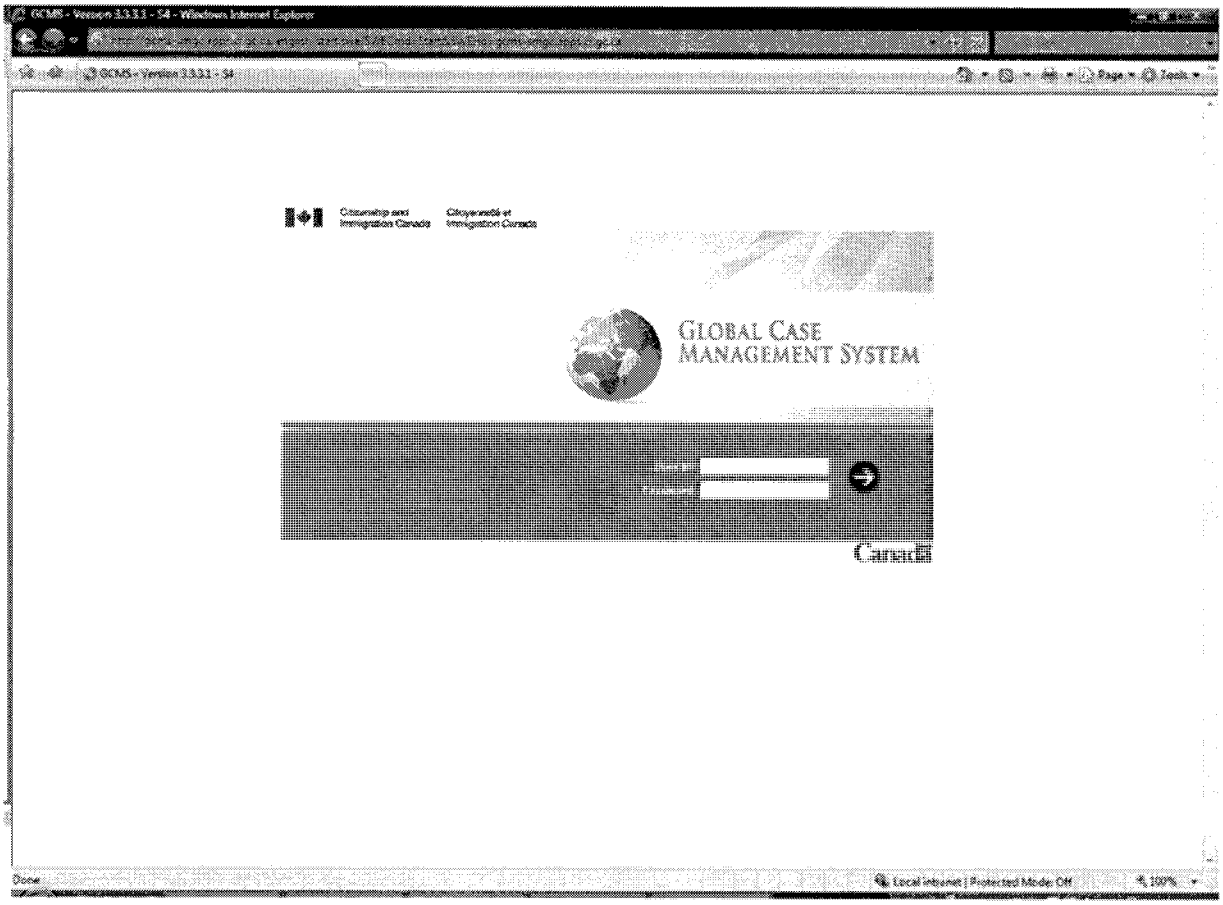
W	WIP Events
CITIZEN	Already a Canadian Citizen

000631

GCMS Step by Step Instructions

Step by Step Instructions for Searching Reps in GCMS



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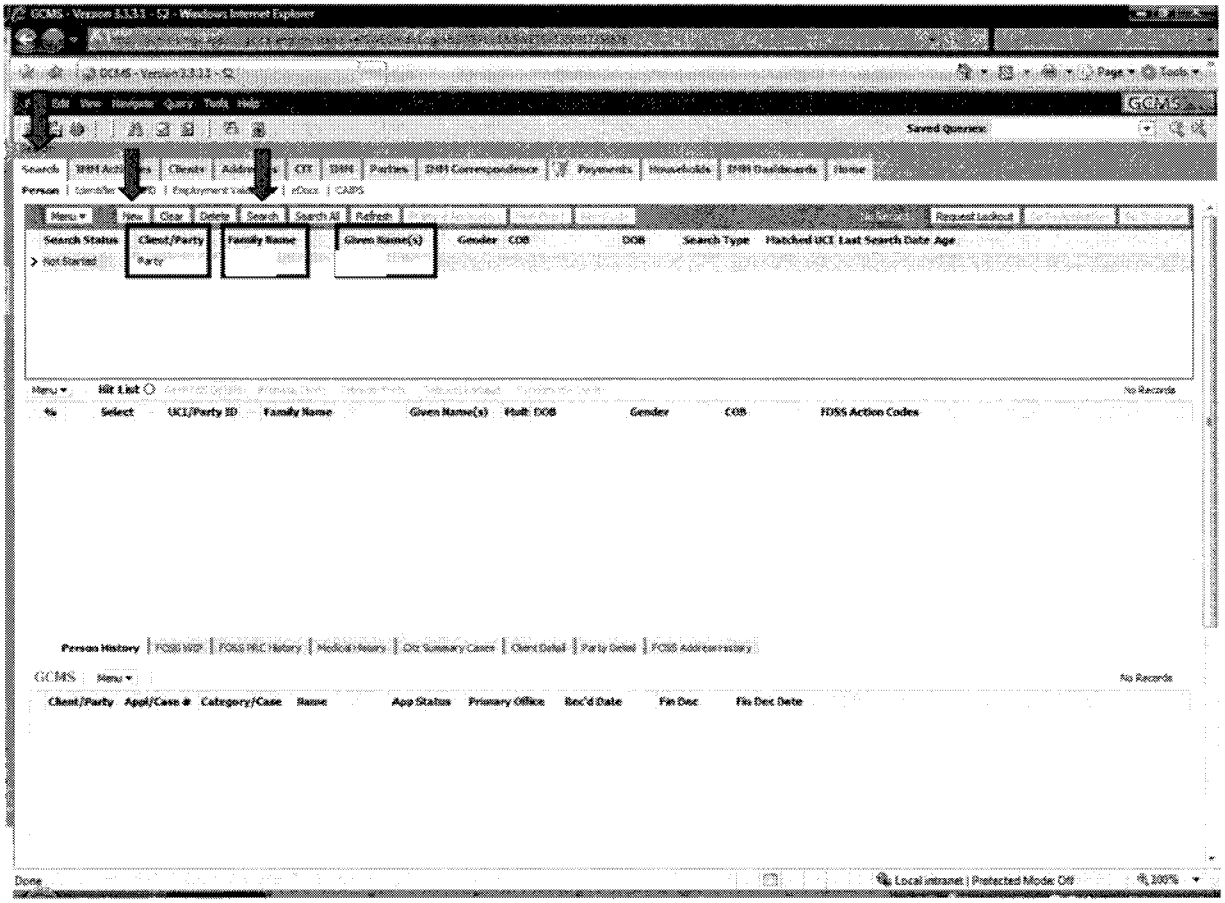
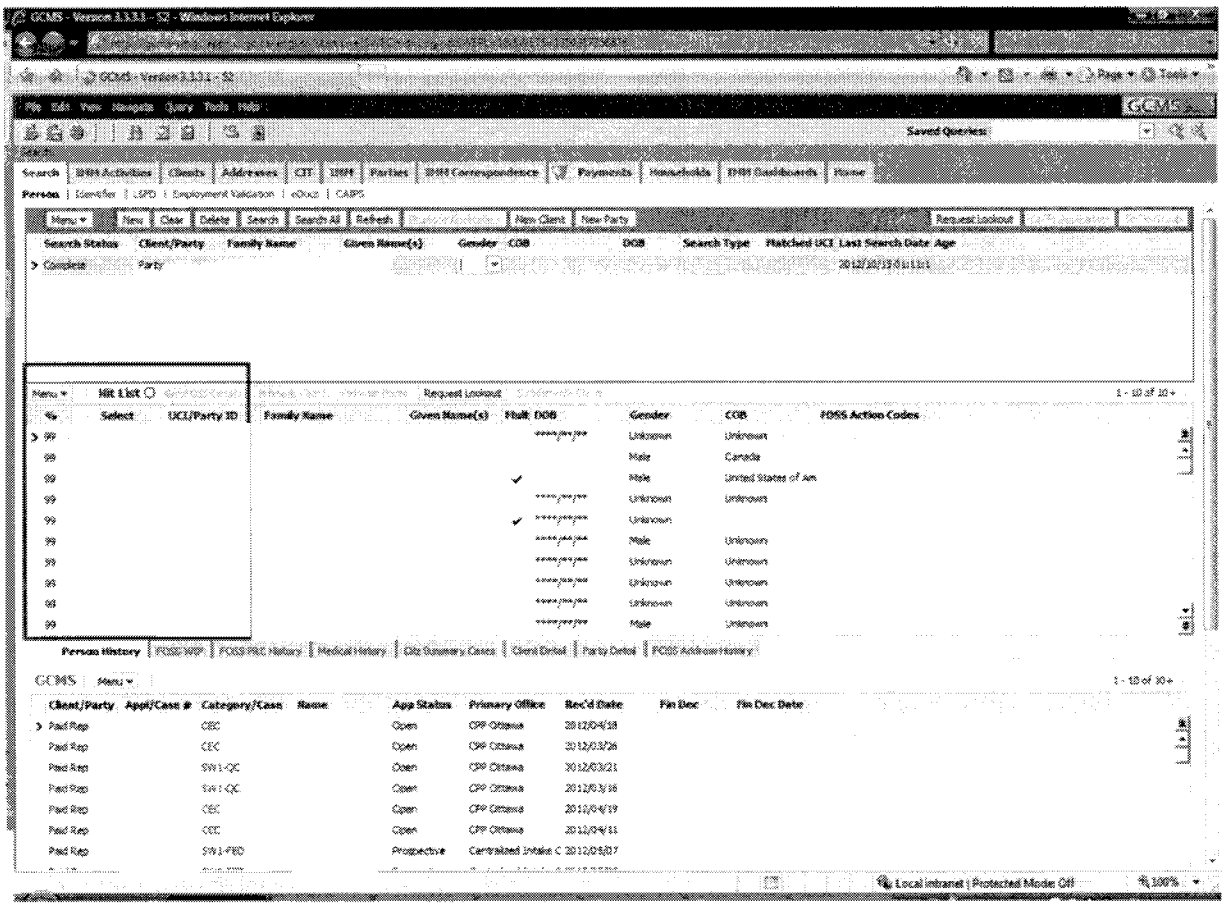


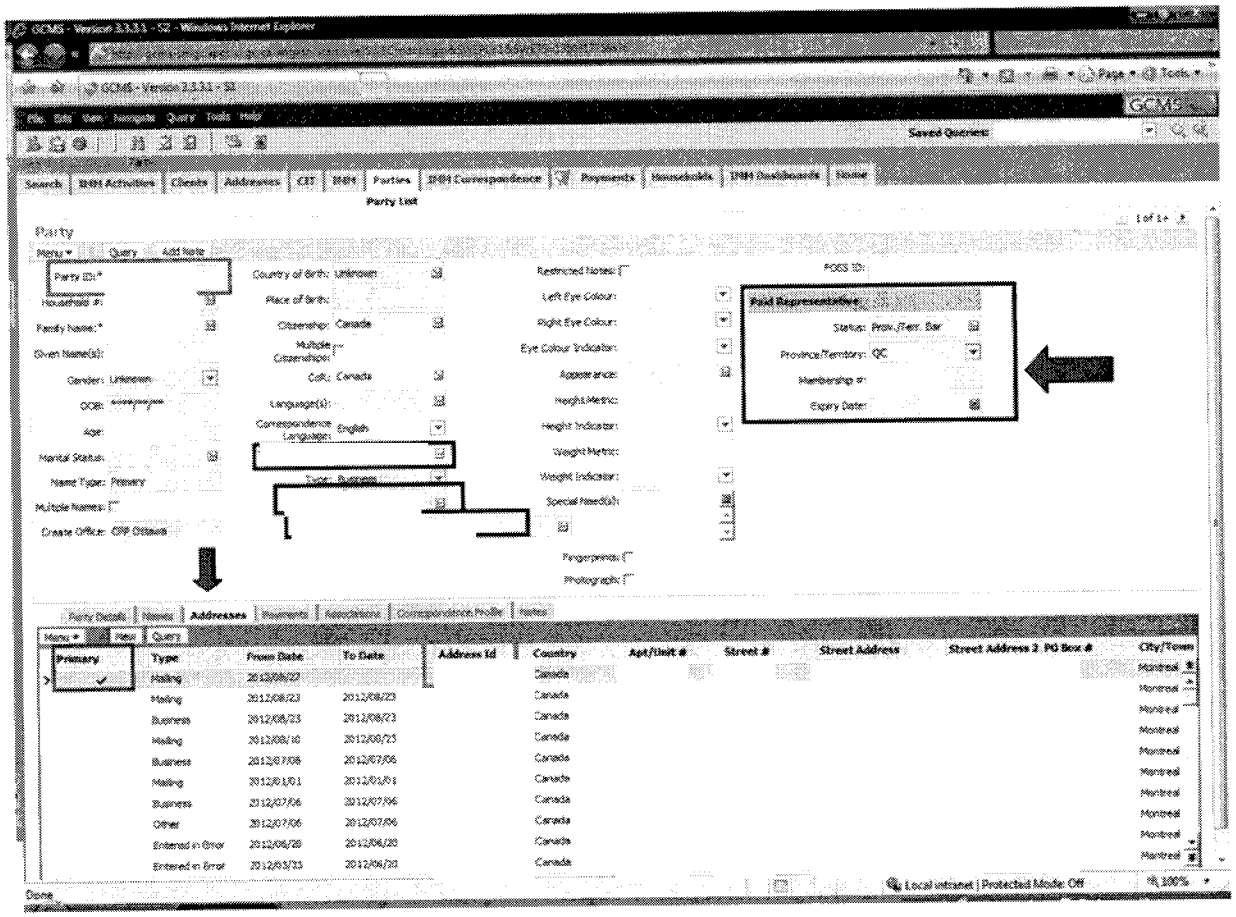
To Search a Rep in GCMS

1. Click on **Search Tab**
2. Click **New**
3. Select **Party** from **Client/Party** block
4. Enter **Family Name**
    a. Press Tab
5. Enter **Given Name(s)**
6. Click **Search**

The Rep's ID will always start with a **P**.



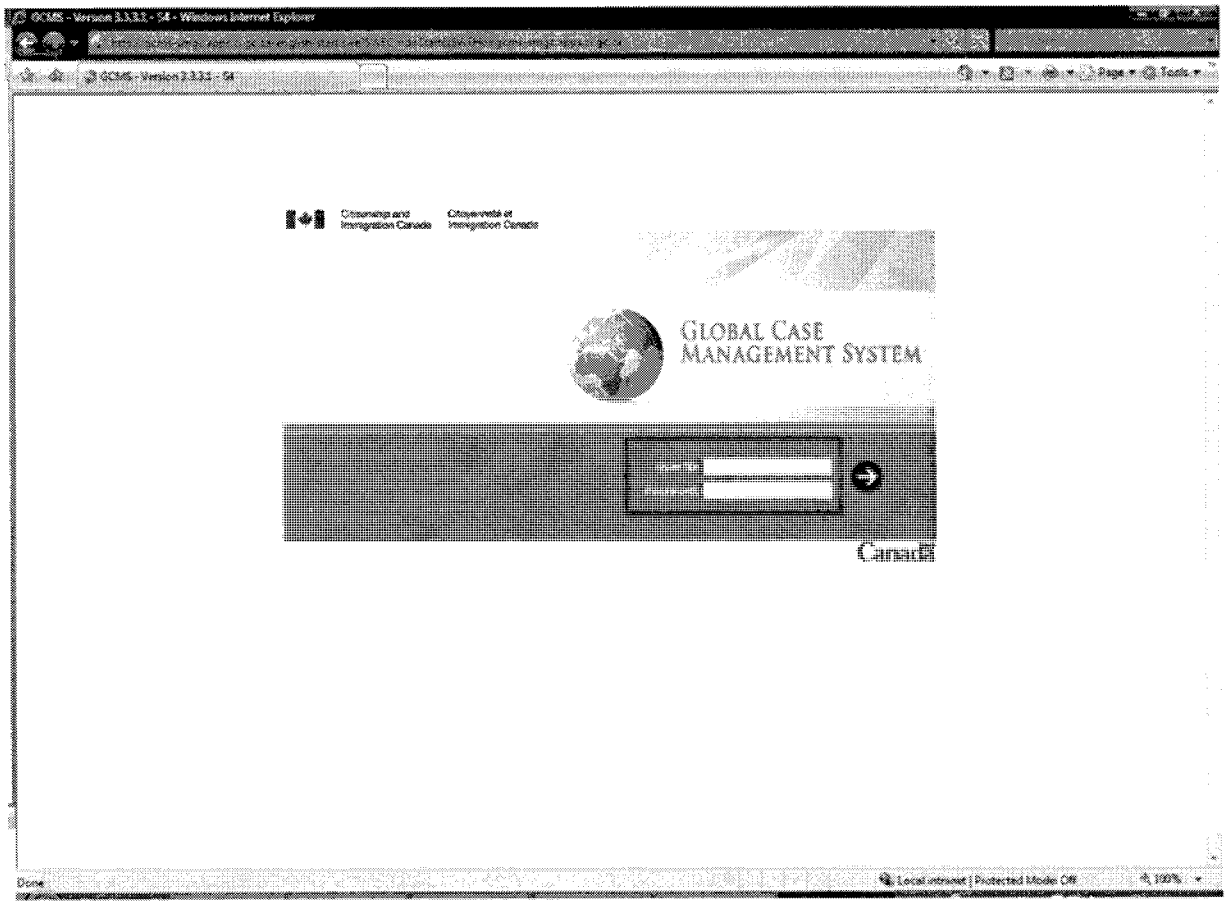
1. Click on P# (usually first one in **Hit List**)



1. Confirm the following information and make any necessary changes
    a. **Telephone number**
    b. **Fax number**
    c. **Email Address**
    d. **Paid Representative details** (if applicable)
        i. **Status**
        ii. **Province/Territory** (only for lawyers)
        iii. **Membership #**
2. Click on **Address** Tab
    a. Check addresses to see if one matches the Rep form. If one does not match, create a new address to contain all necessary information.
        i. Check under Street Address 2 first, as we want to find an address that has the company name (if applicable) only
    b. Mark correct address as **Primary**

Once you have located the Rep in GCMS and have confirmed the appropriate info, write the Party ID# and the Address ID on the first page of the Rep form in the middle on the right hand side of page.

Step by Step Instructions for searching PA in GCMS



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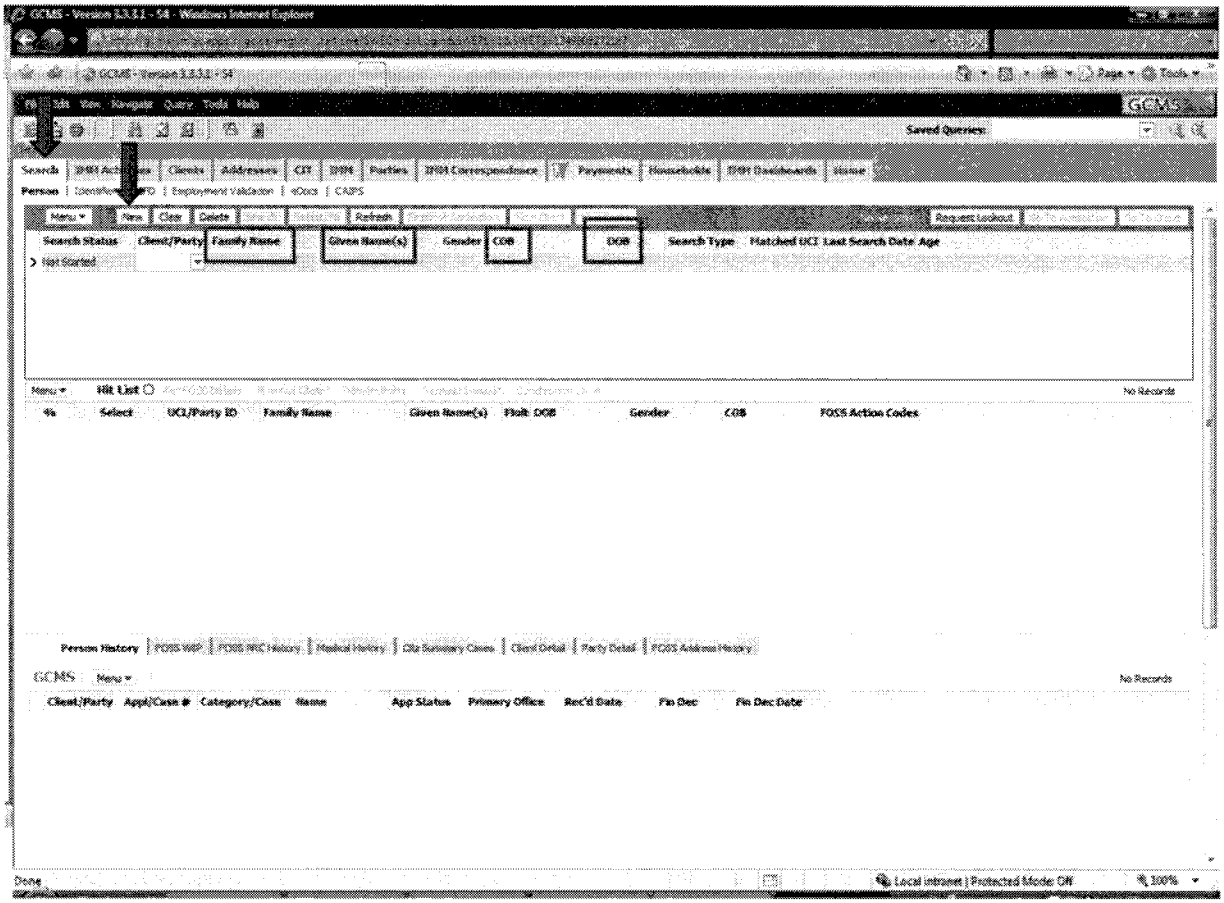
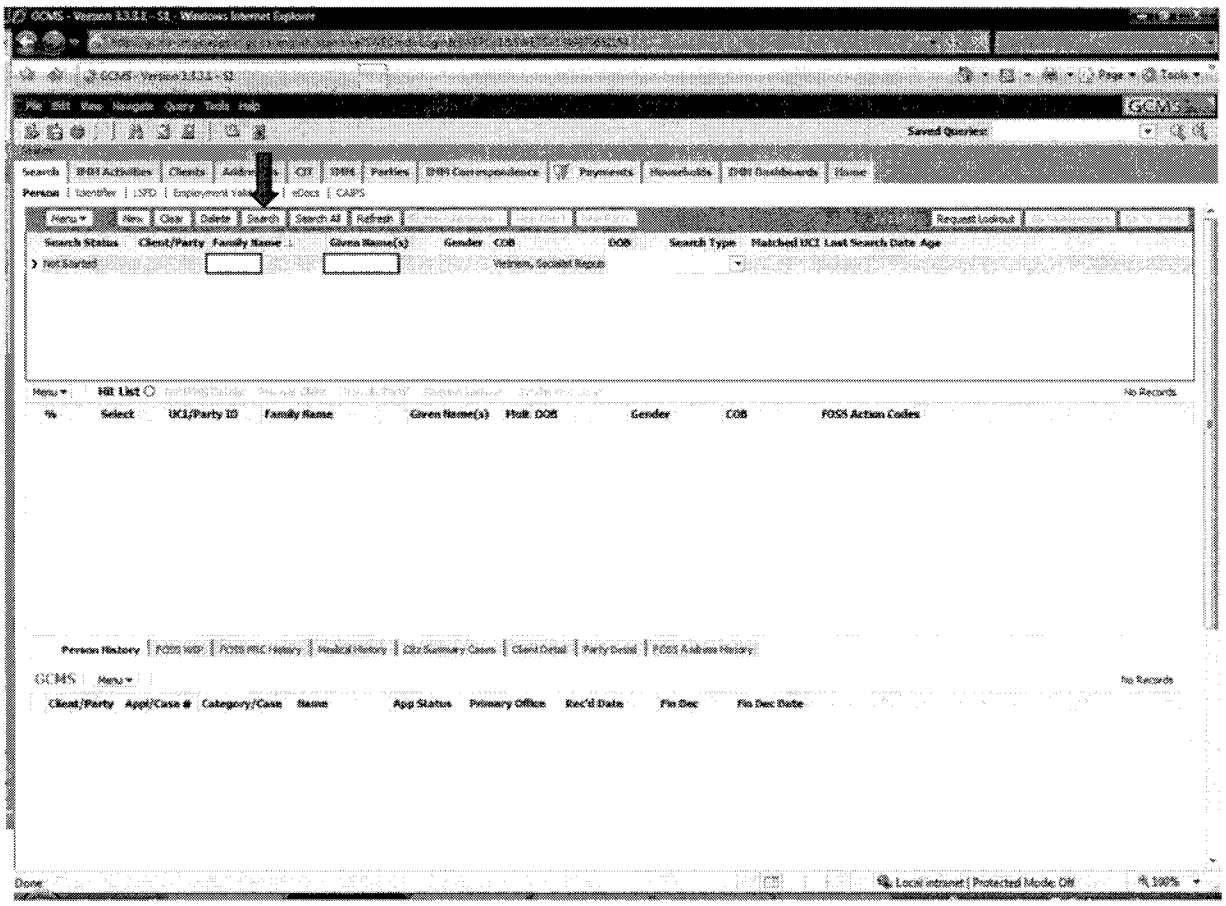


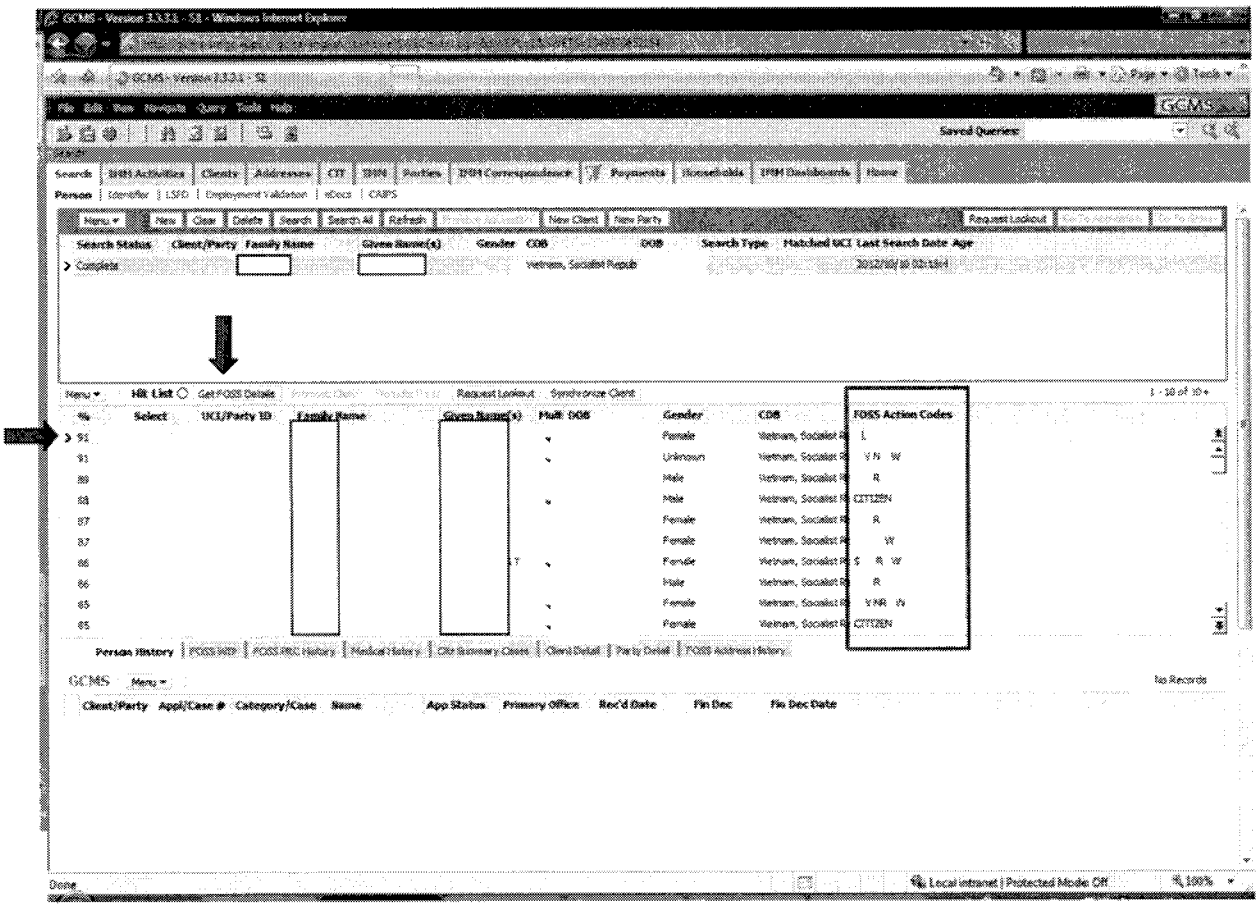
To Search Client in GCMS

1. Click **Search** Tab
2. Click "**NEW**"
3. Type in the following information under the proper fields
    a. Surname
    b. Given name
    c. DOB
    d. COB

Do not search by Gender. If gender is entered incorrectly into GCMS, you will not get all possible "HITS".



4. Click "**Search**" Button



5. Scroll down and check for any hits. If you suspect you have a hit, do the following:
    a. Highlight the line you think is your PA (just click anywhere on the line except for the **FOSS ID**
    b. If there are **FOSS Action Codes** to the right hand side click "**Get FOSS details**"
        i. Pay close attention to the **FOSS Action Codes** as anyone with an "**L**" or "**CITIZEN**" may not be able to be processed, please bring these files to your Team Leader

There are a few places you can look to see if you client should be in GCMS:

- IMM0008 (Current Country of Residence)
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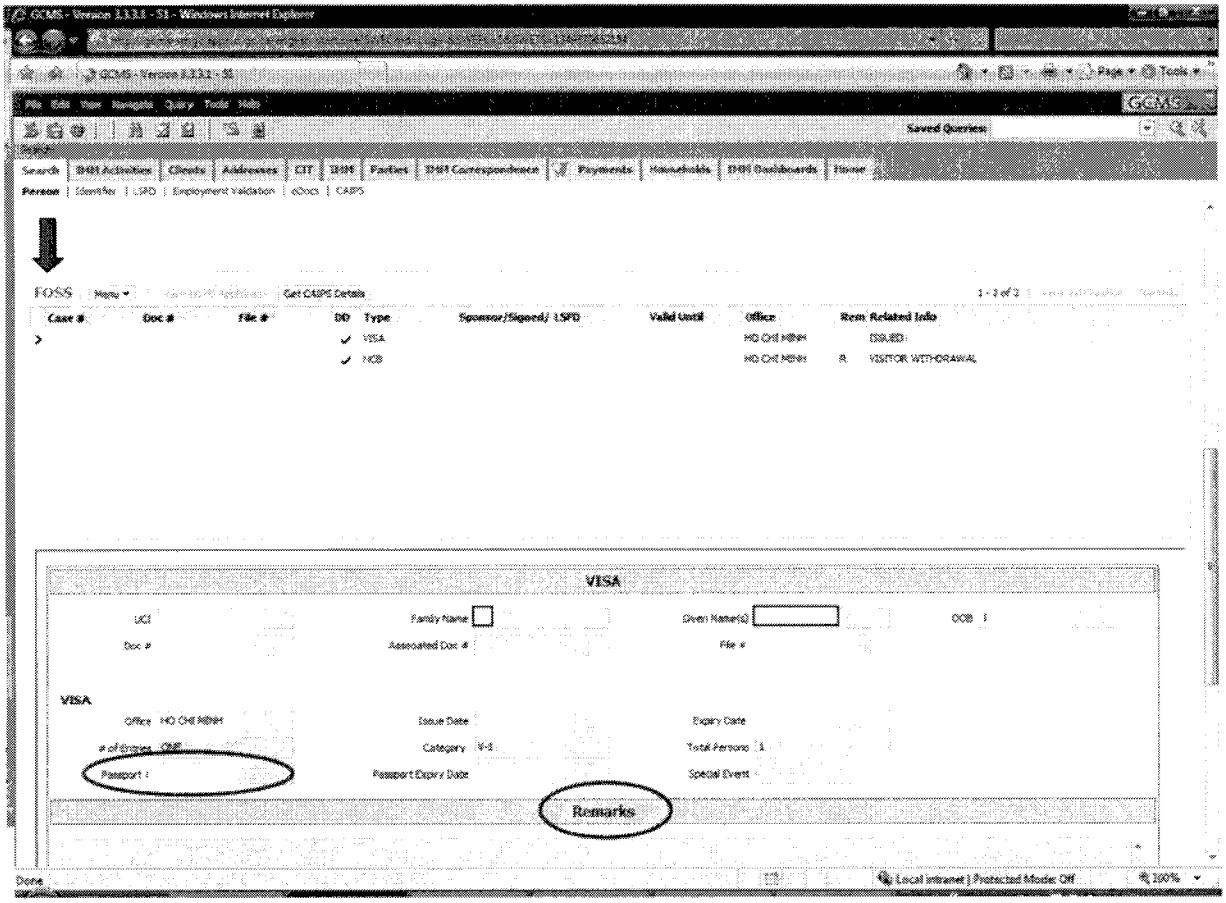
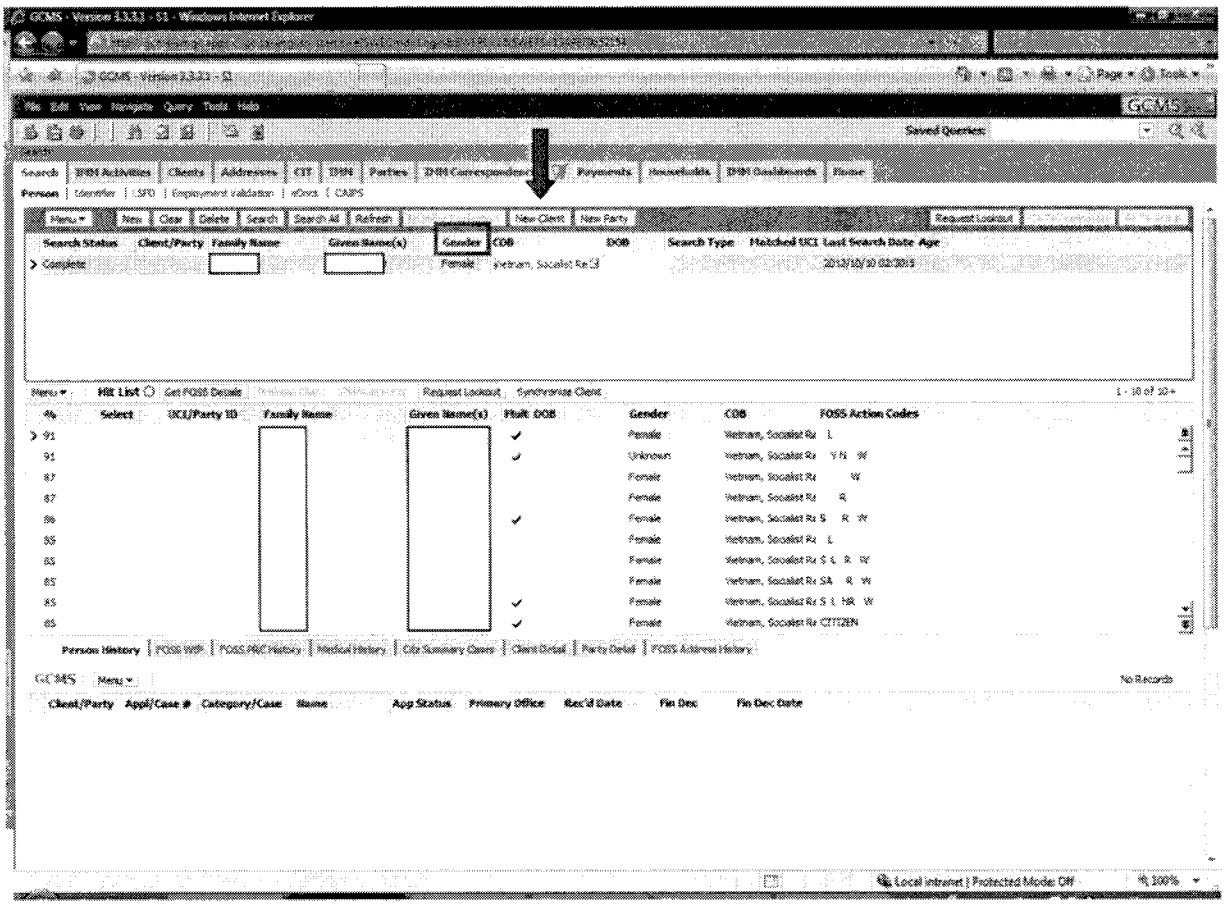
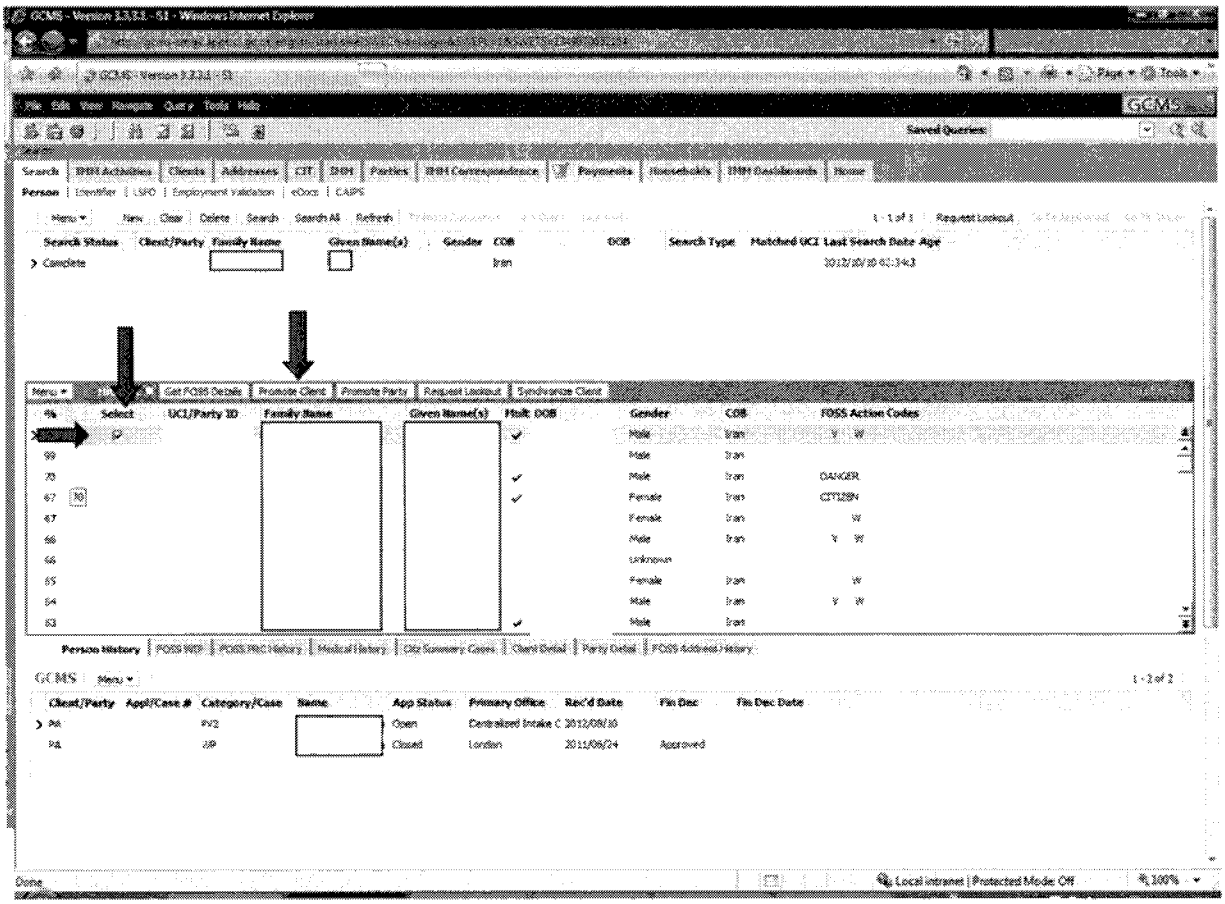
- Supplementary Info – Your Travels



c. Scroll through the different files under "**FOSS**" to see if you can link that ID to your client. You can try to find a **Passport** number that matches, or you may have to read the section "**Remarks**" to find something to link your client to the ID.



6. If you are unable to find a **FOSS** Id, you will have to re-do your search, but adding the **gender** this time.
7. You will then click "**New Client**". Make sure to write the **UCI** that you created onto the application



8. If you are able to determine that a **FOSS** Id does belong to your client, you will need to do the following
    a. Click in the section "**Select**"
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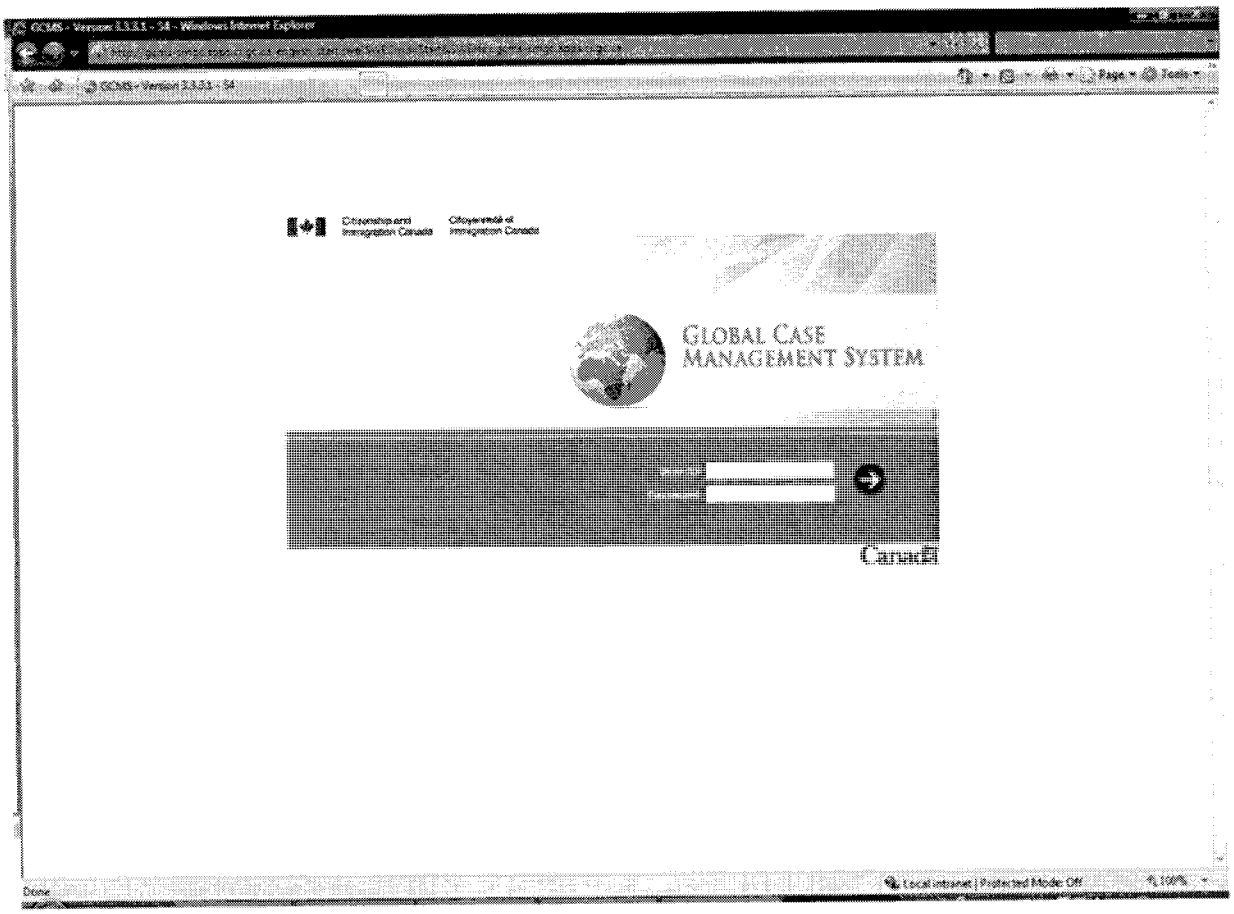
000644

GCMS Step by Step Instructions

Step by Step Instructions for Searching Reps in GCMS



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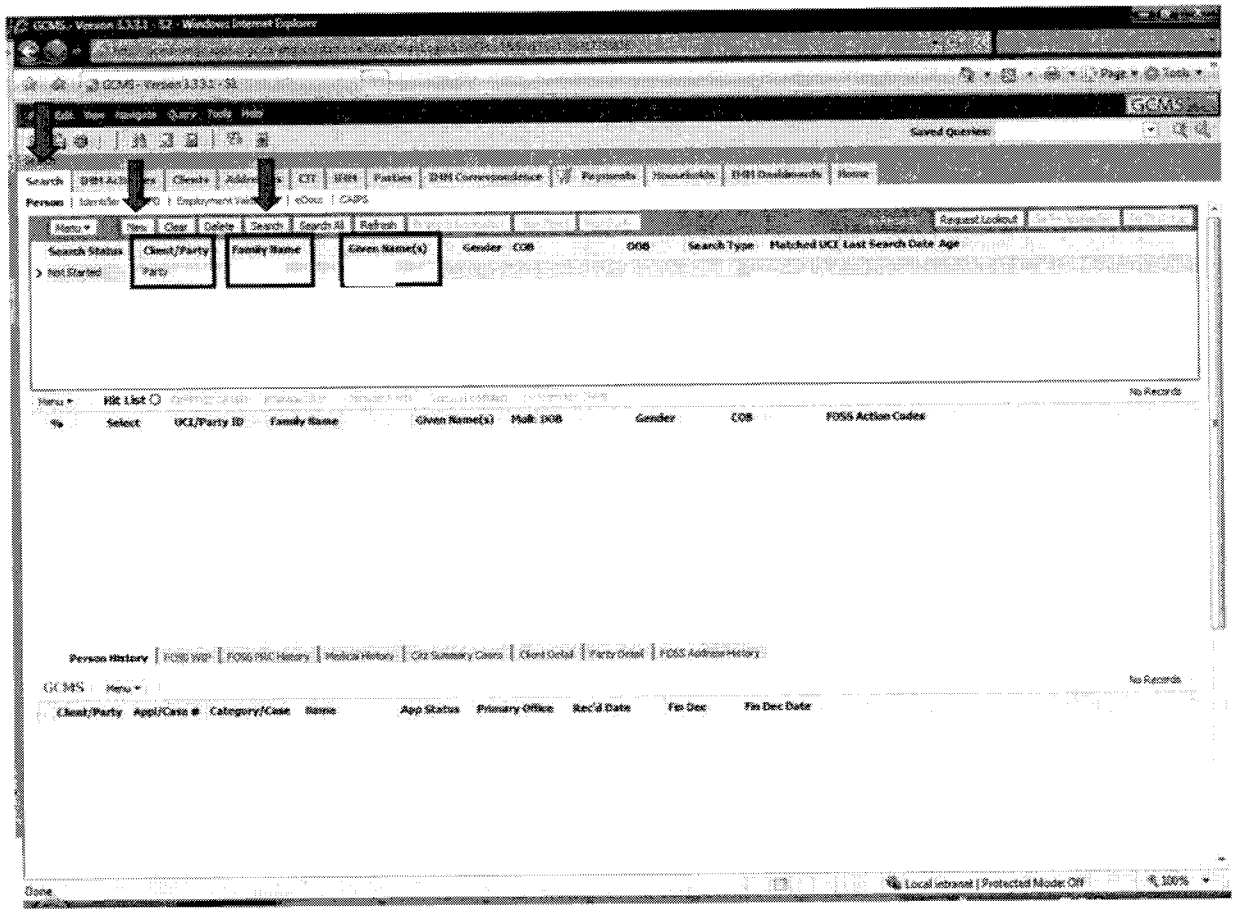

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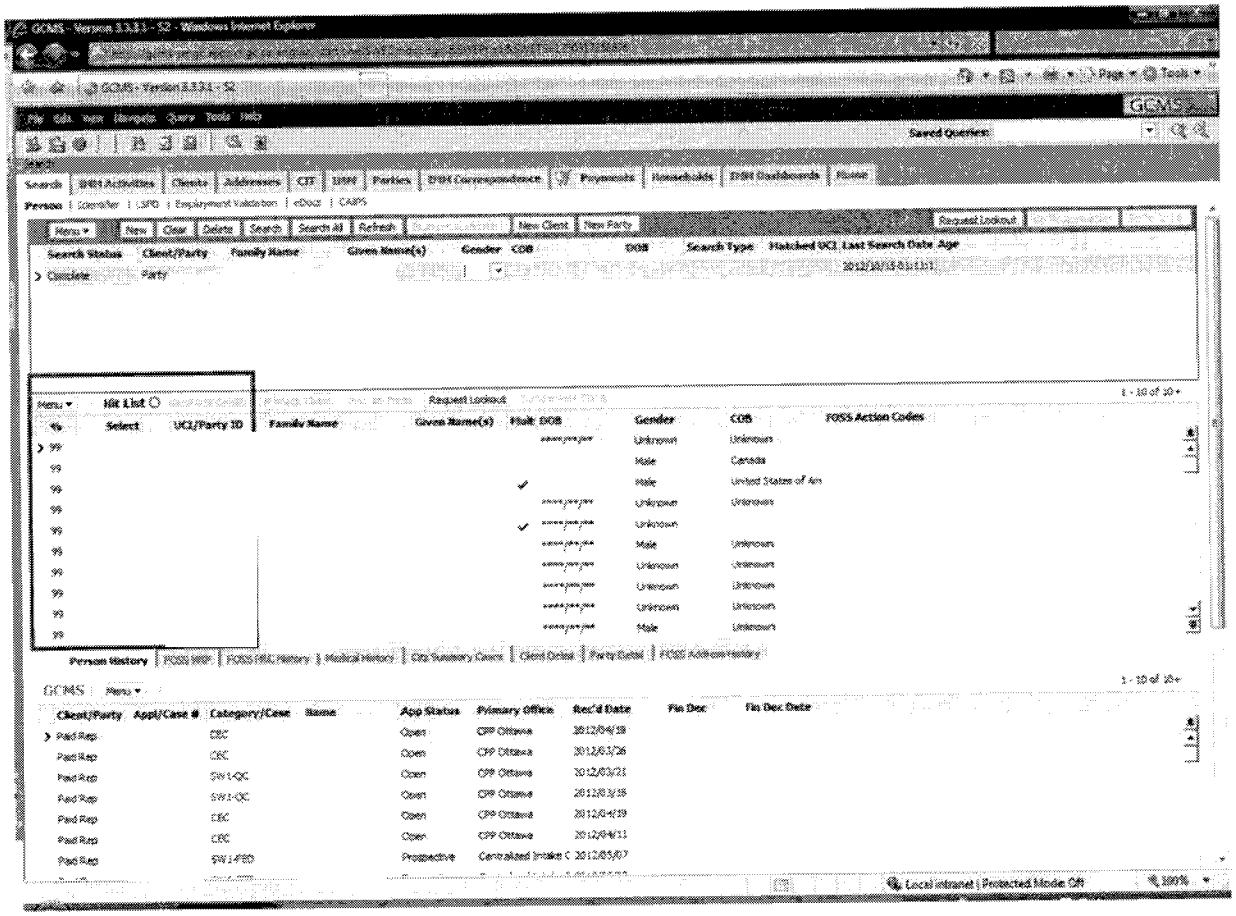

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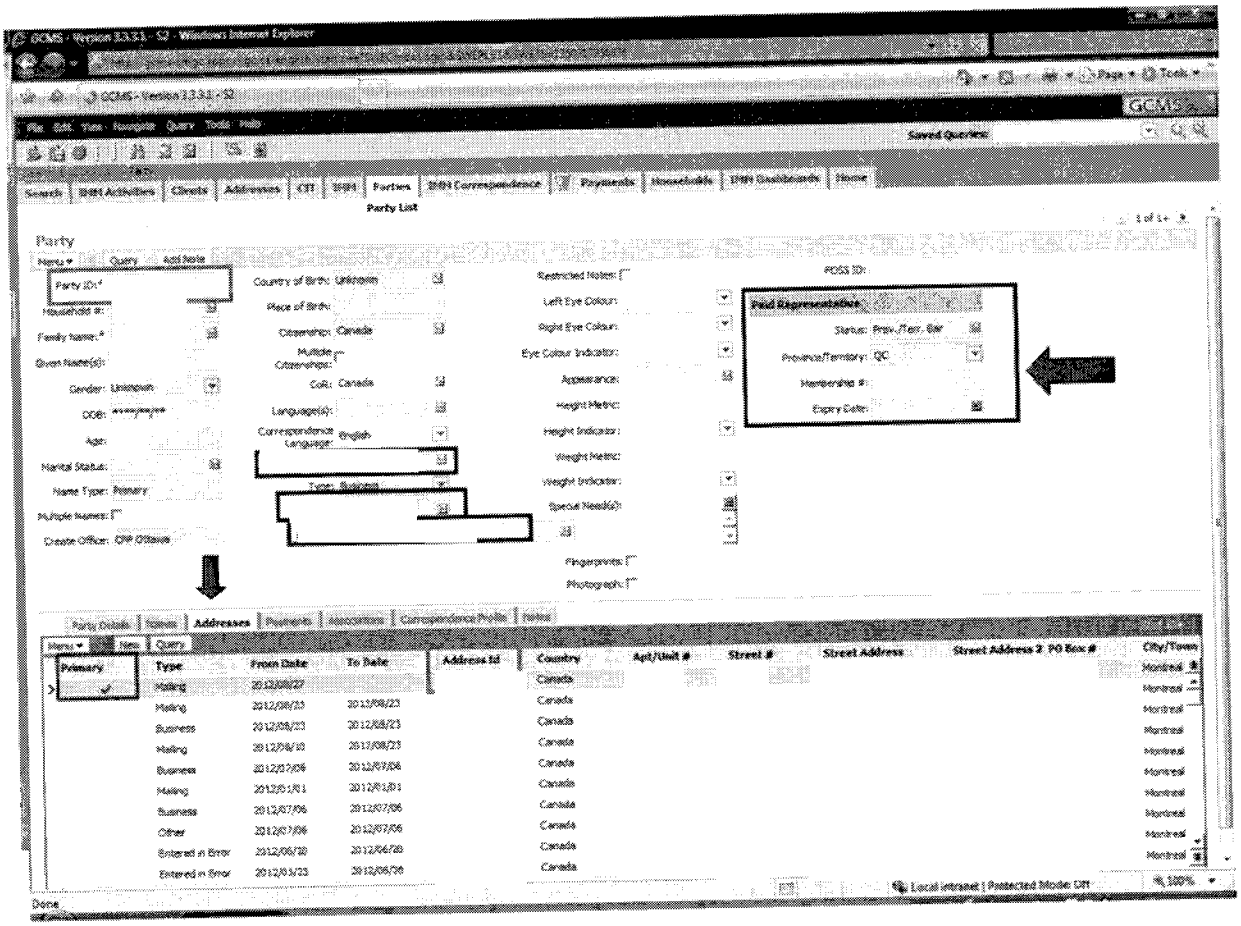

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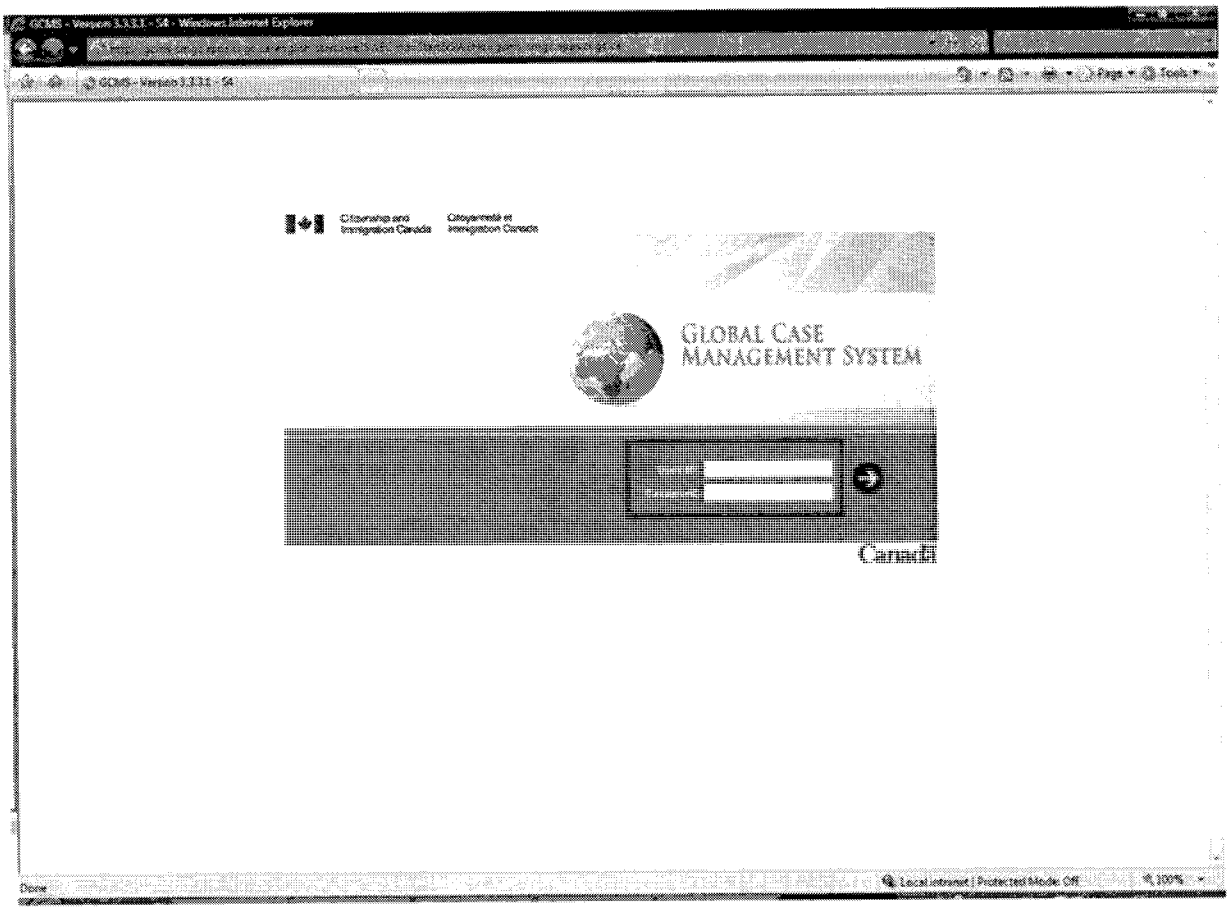

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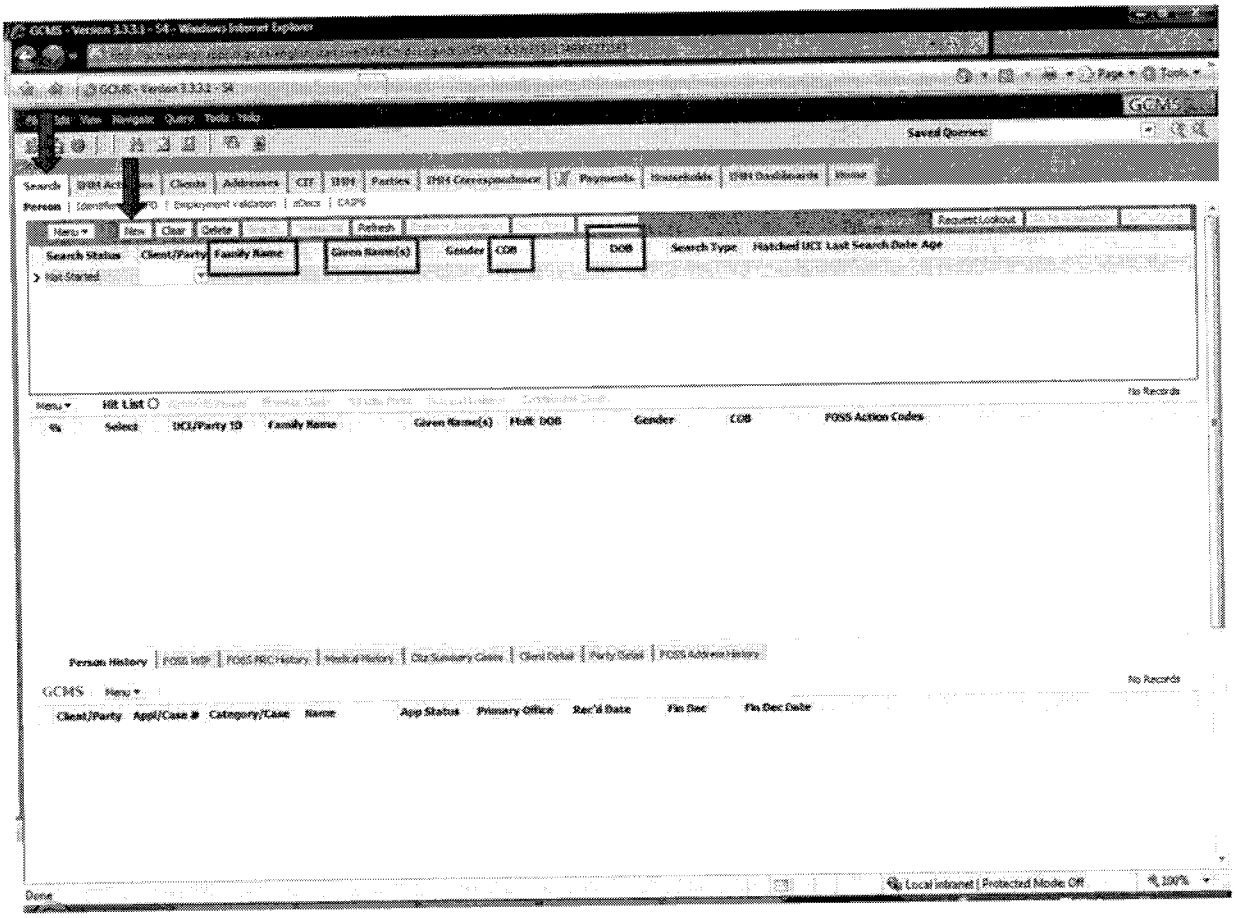

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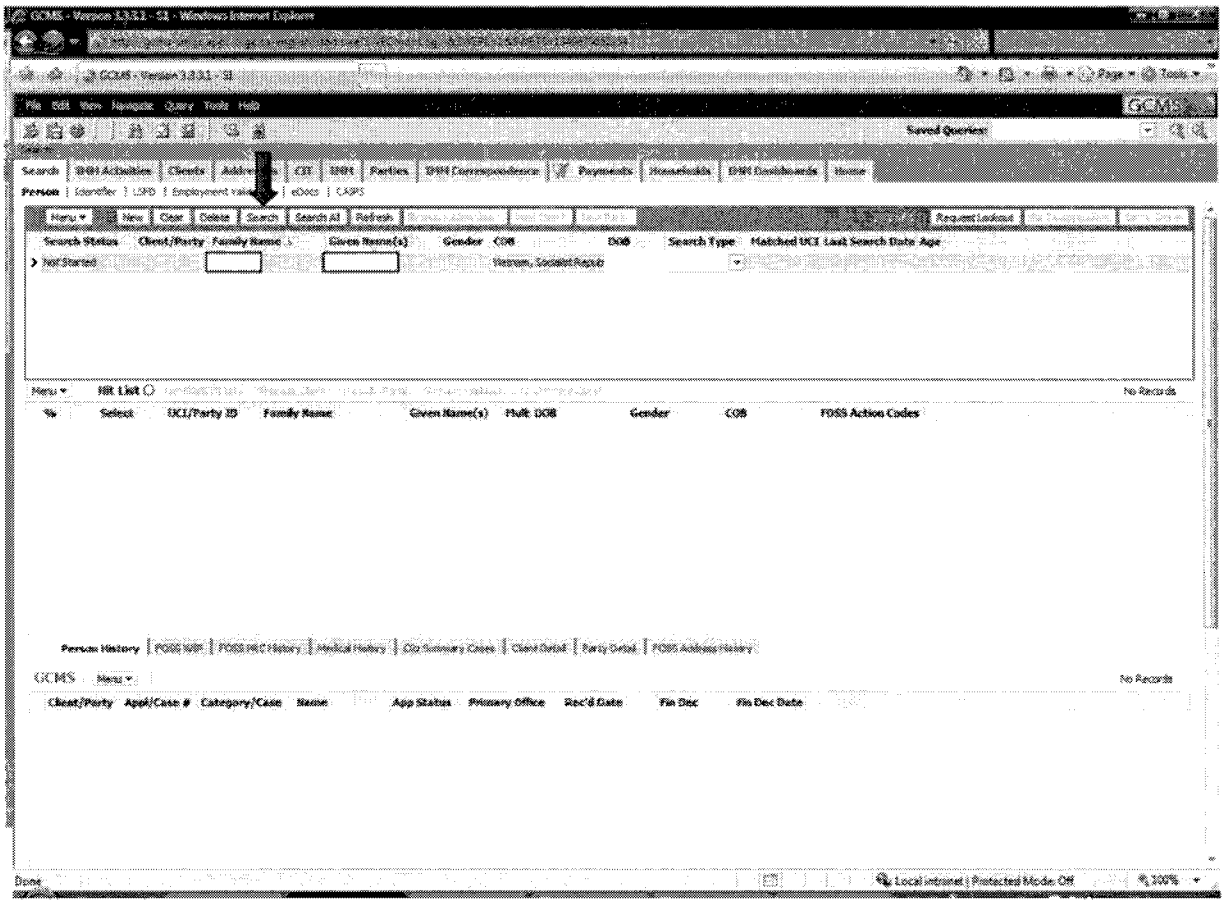

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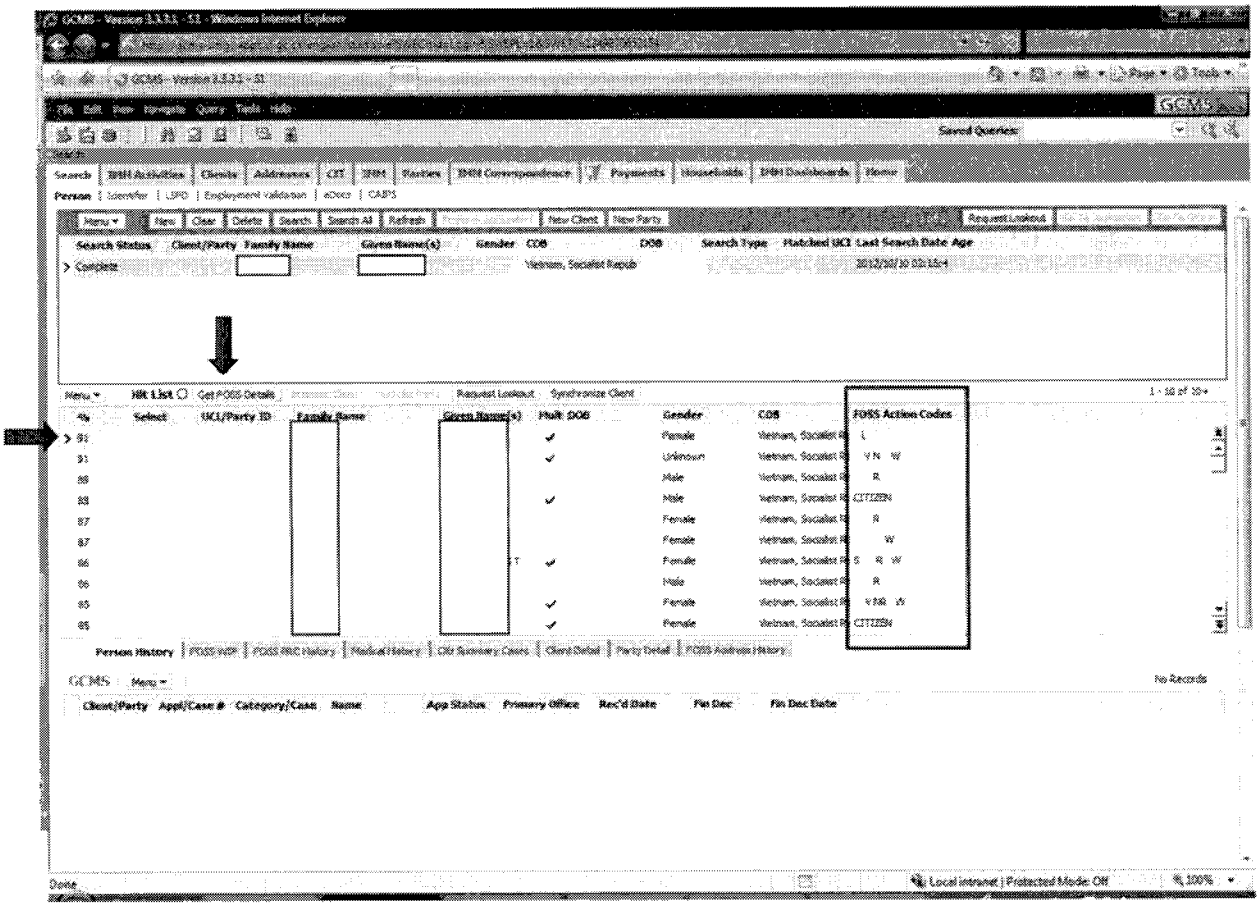

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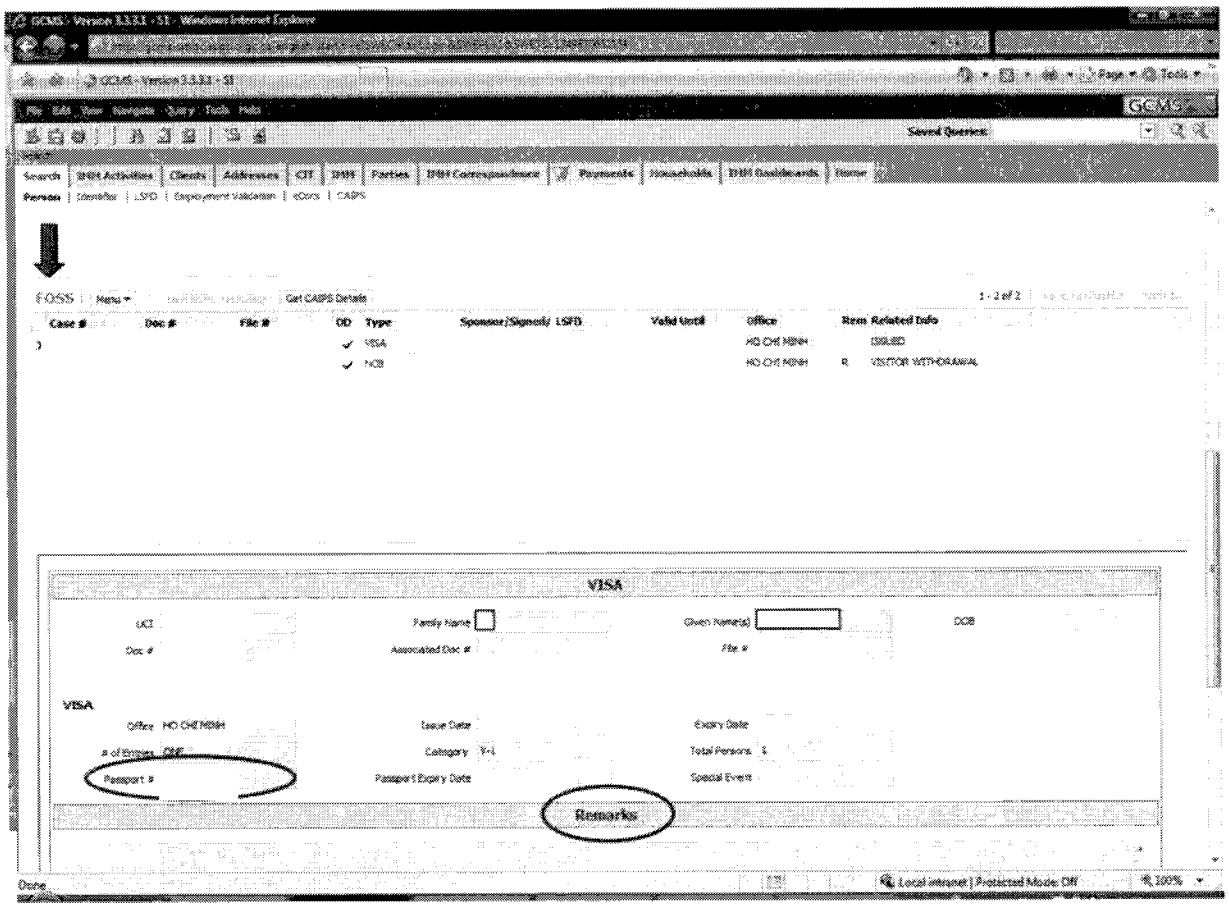

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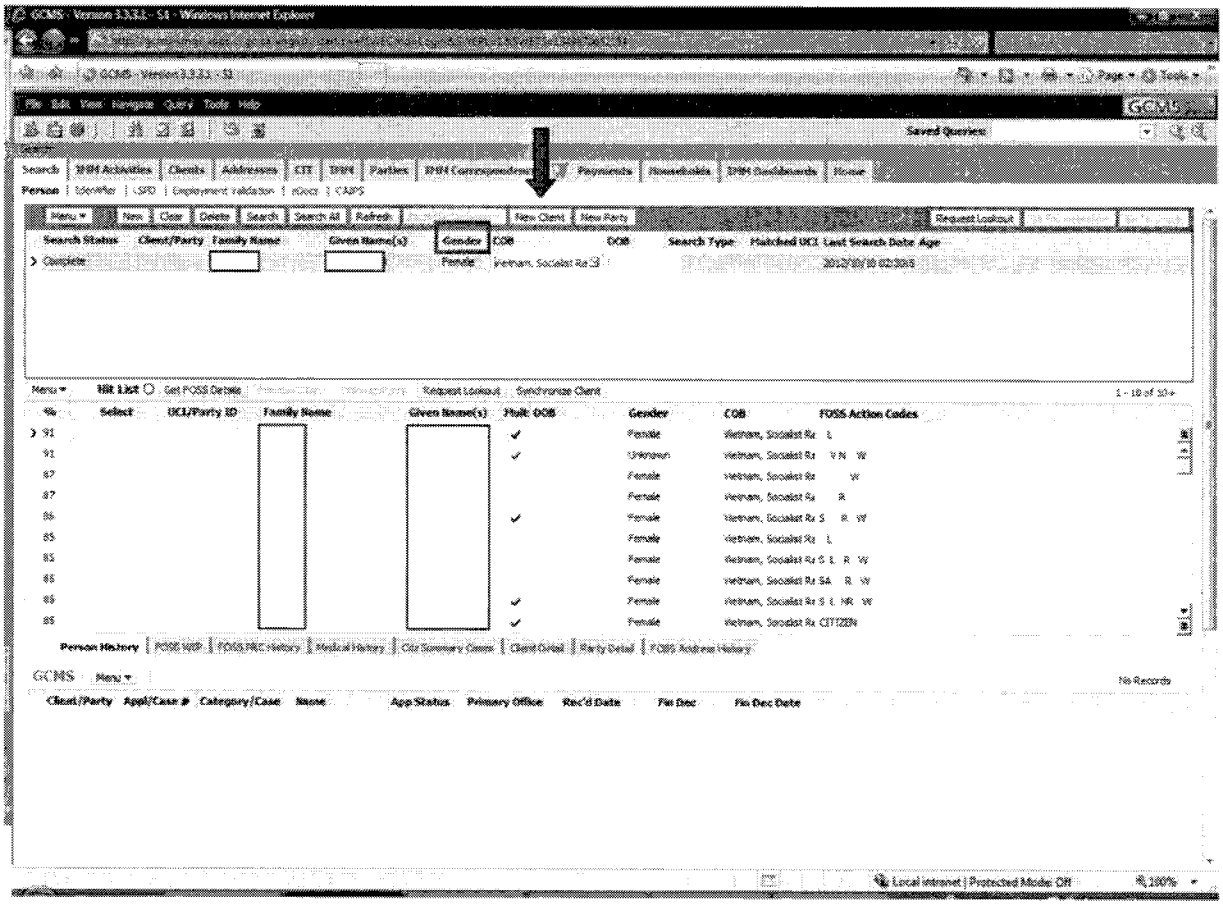

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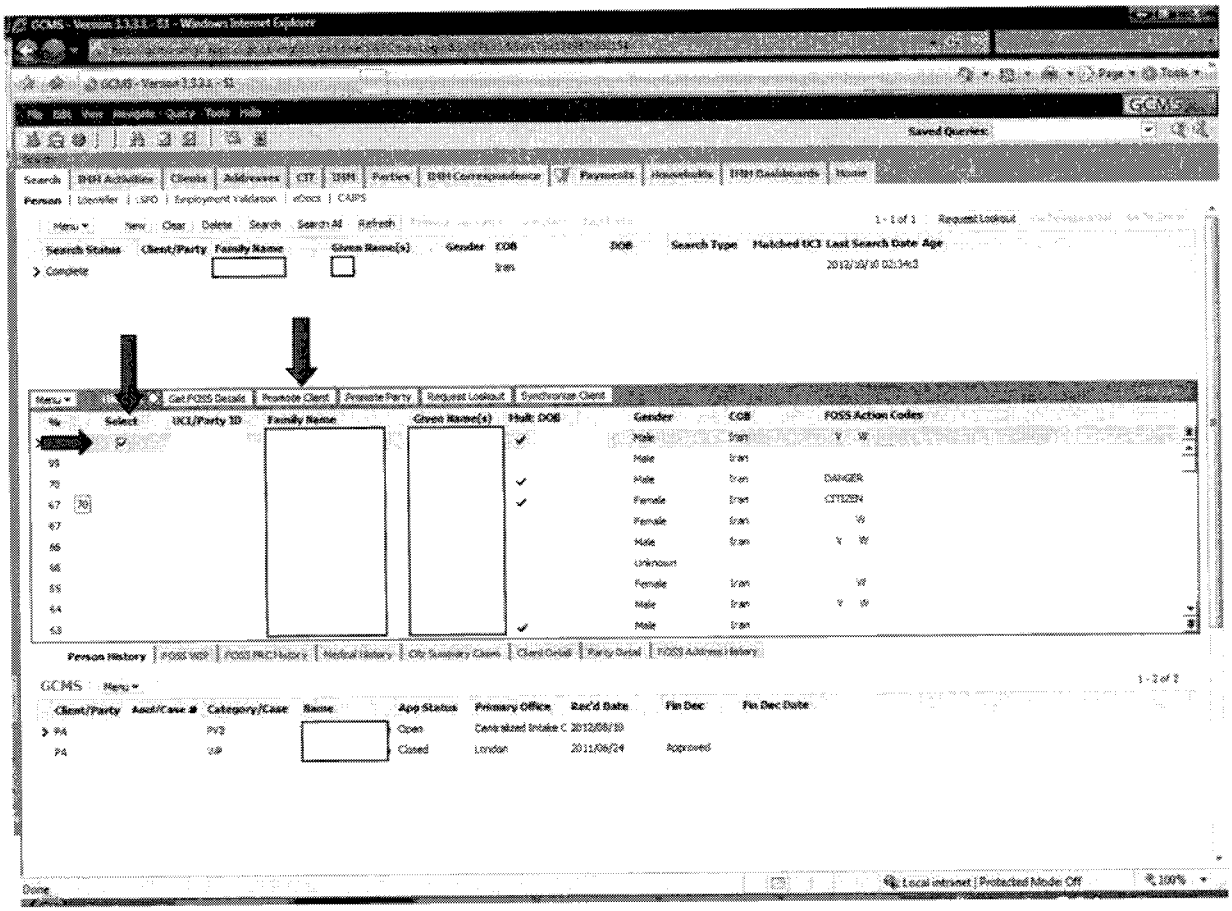

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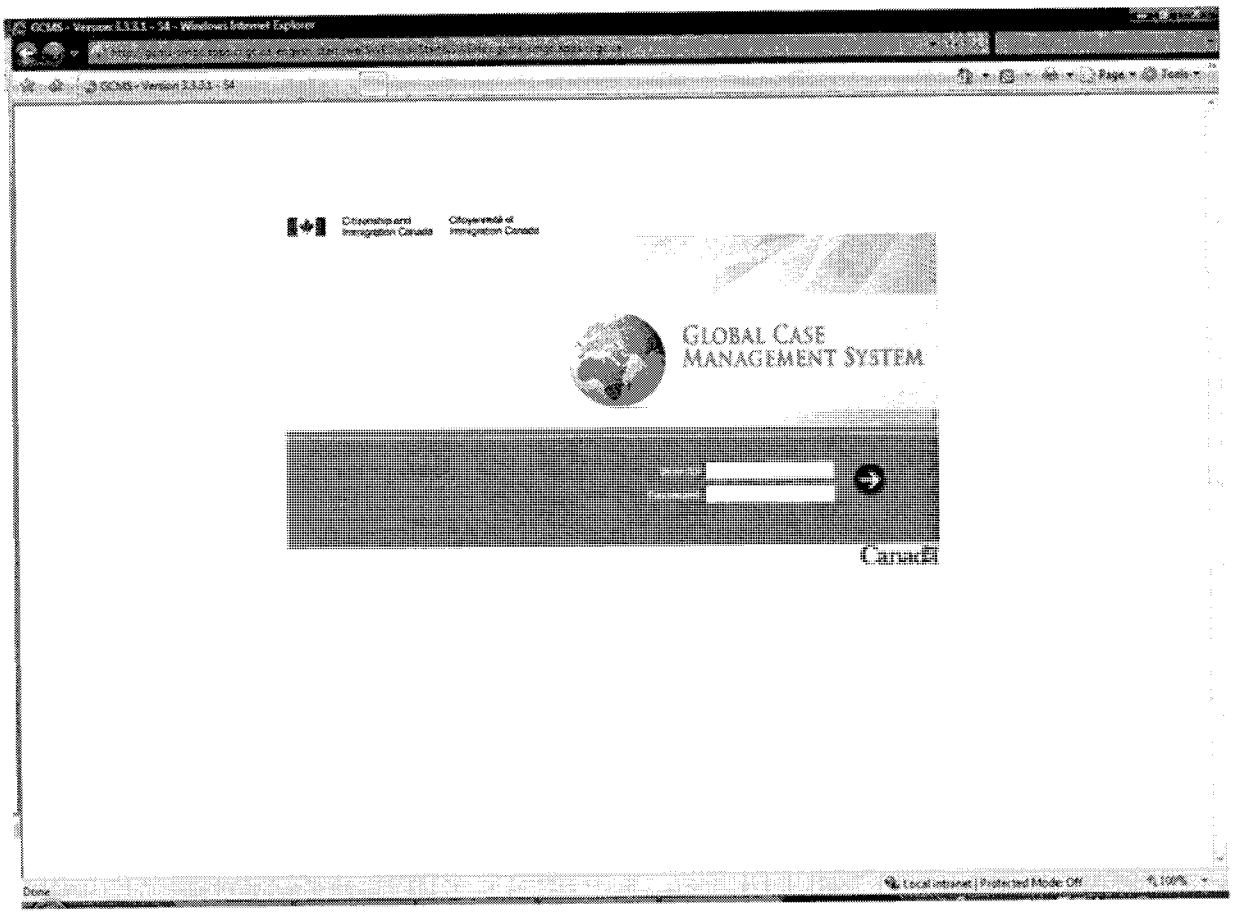

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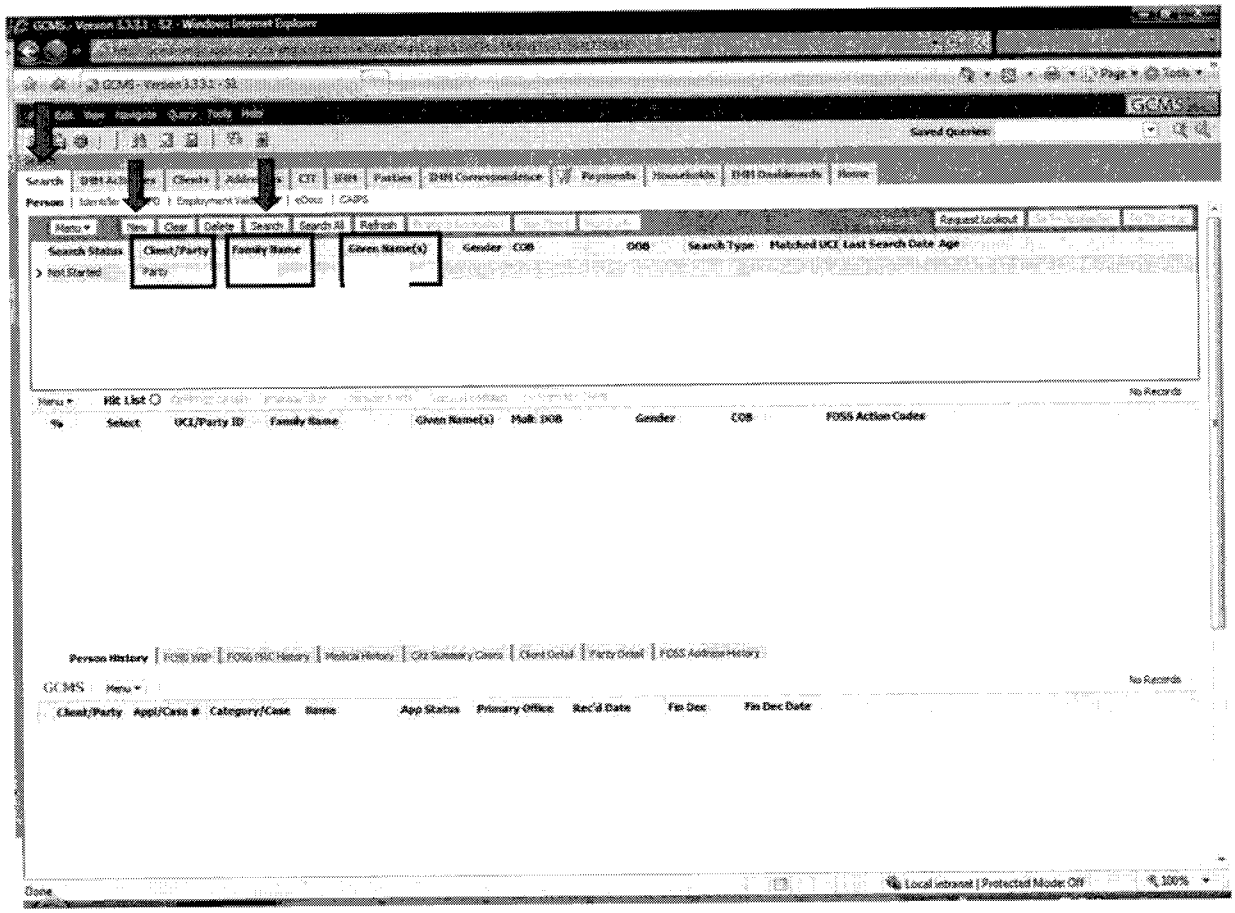

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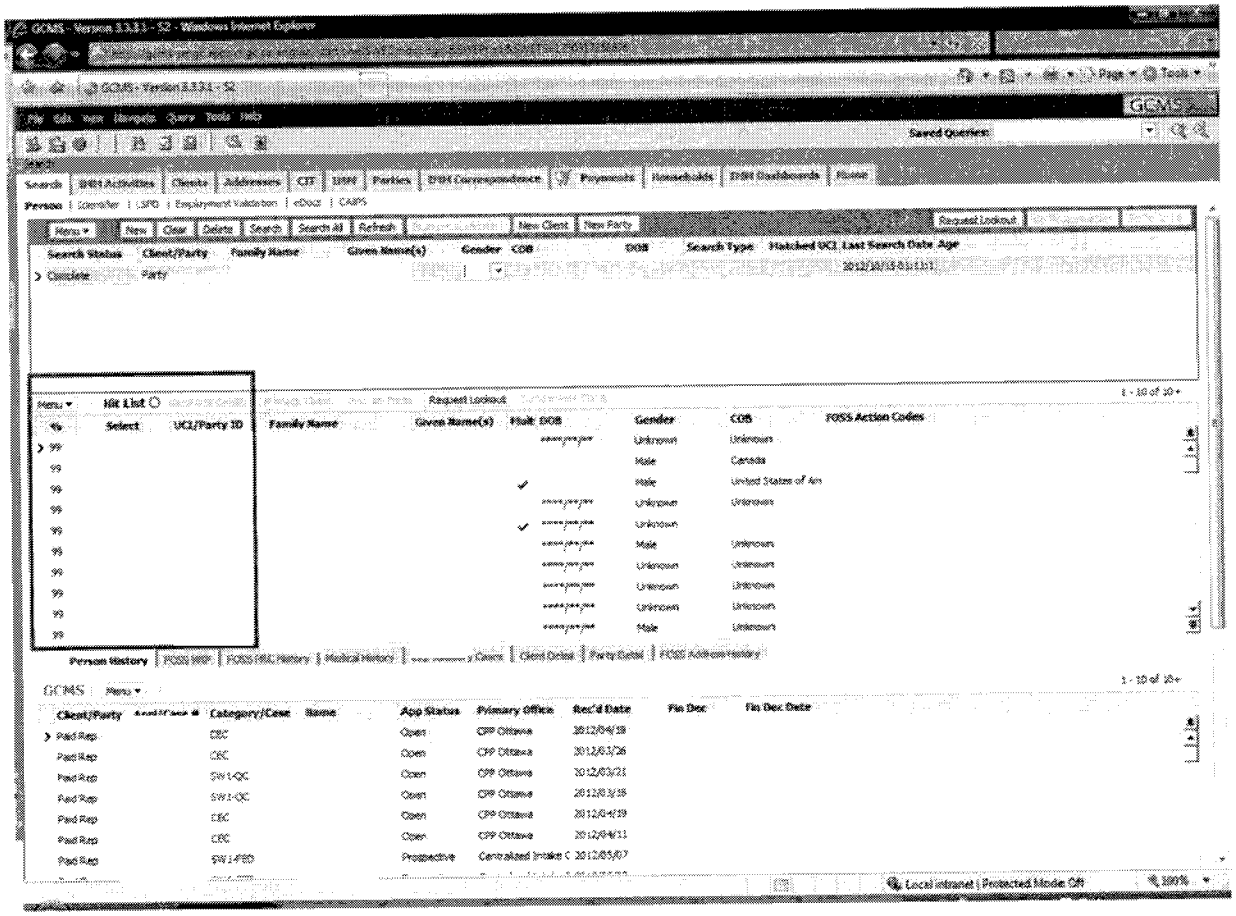

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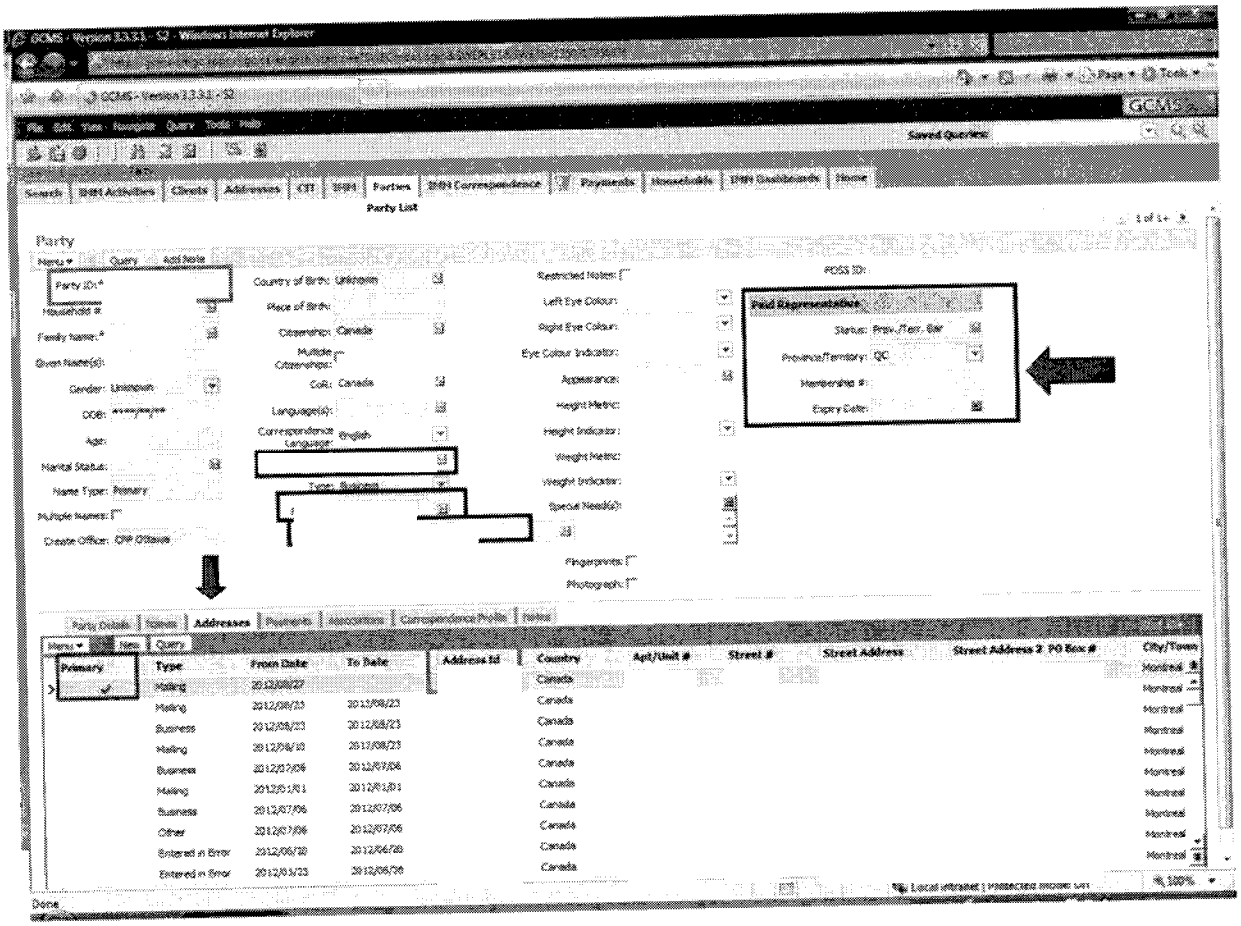

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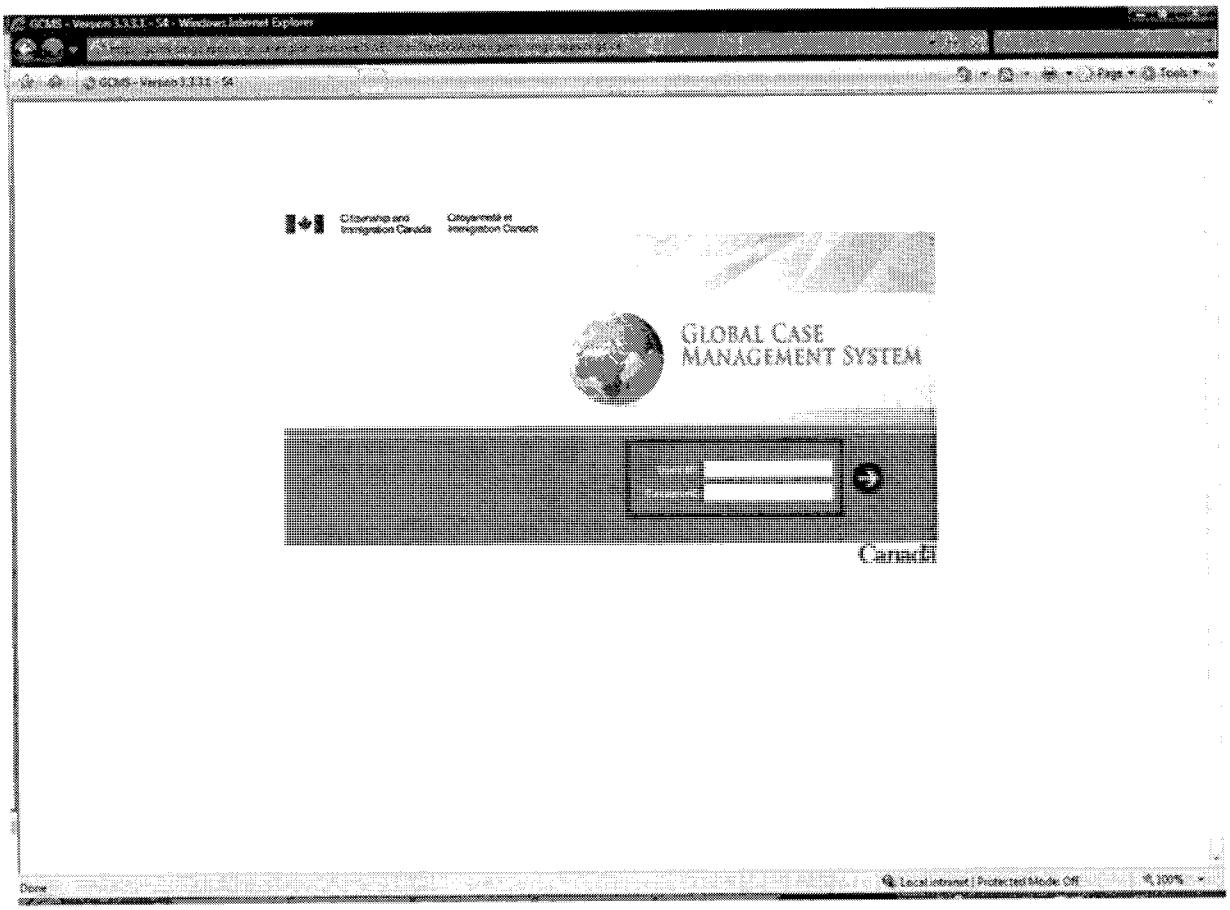

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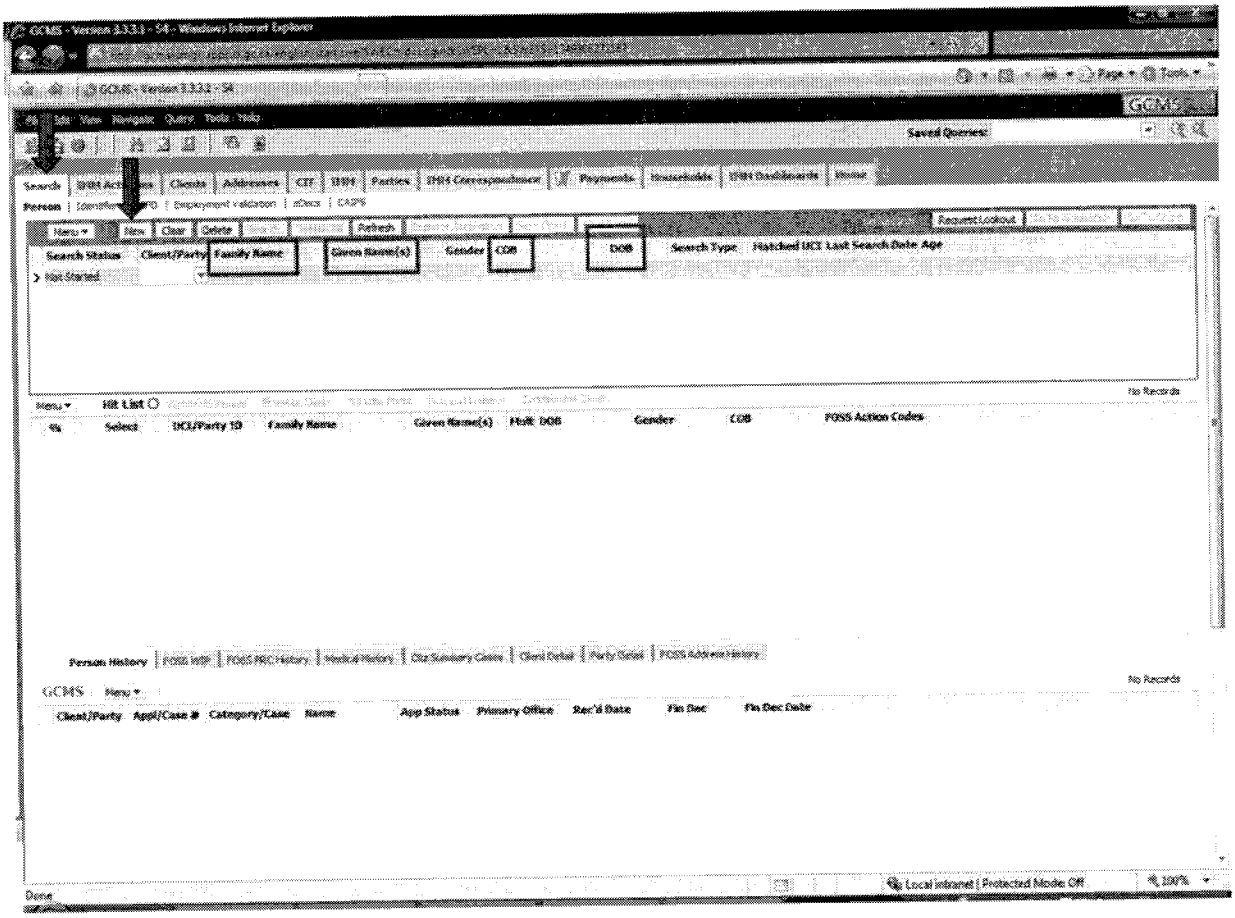

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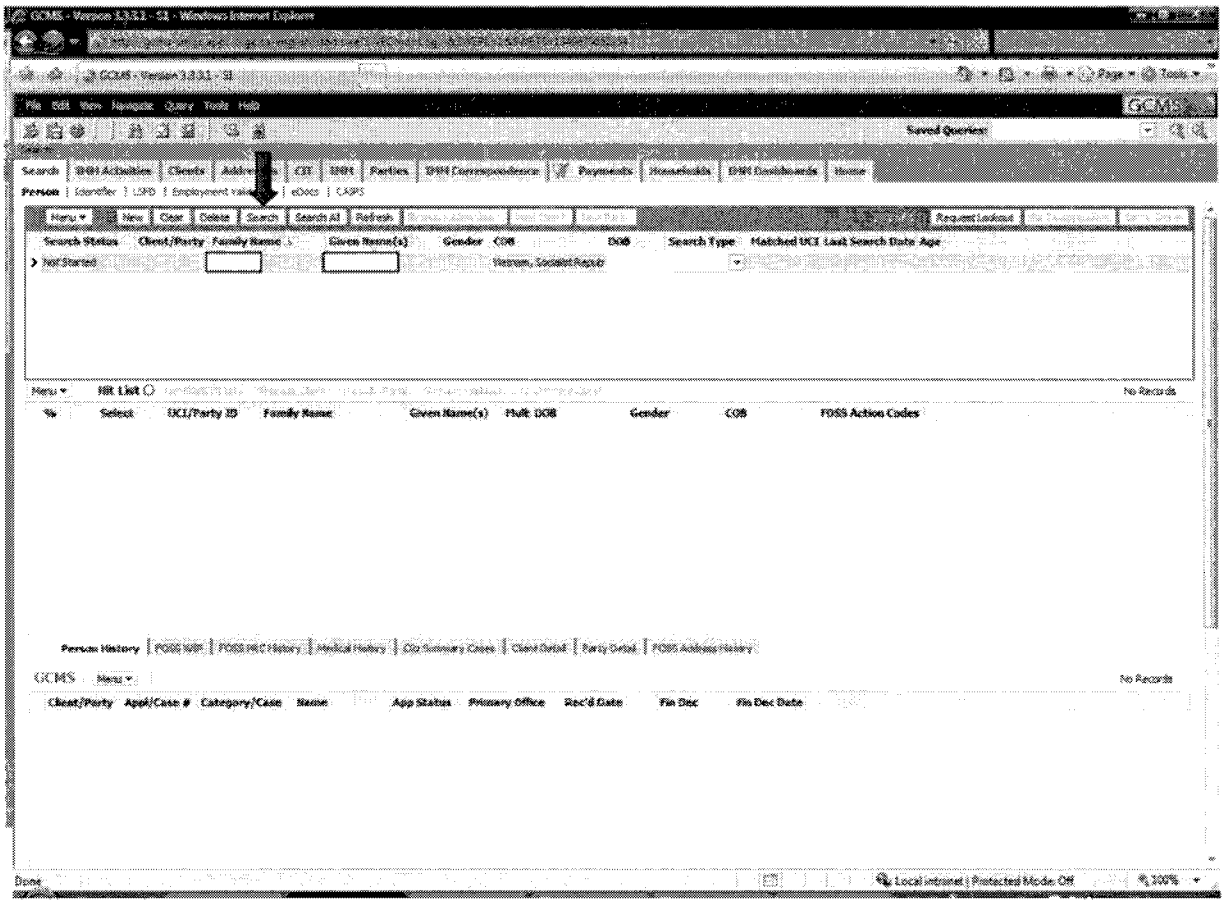

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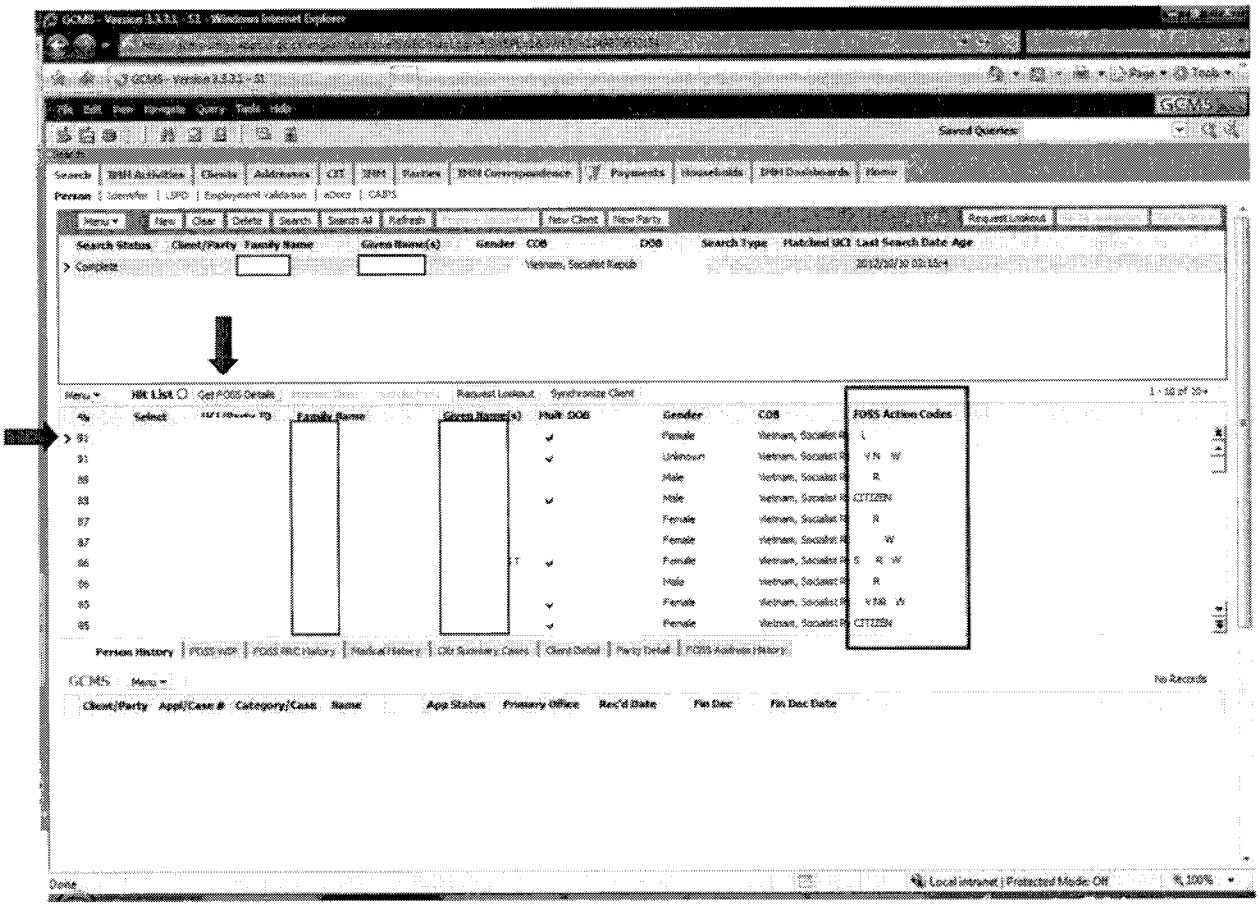

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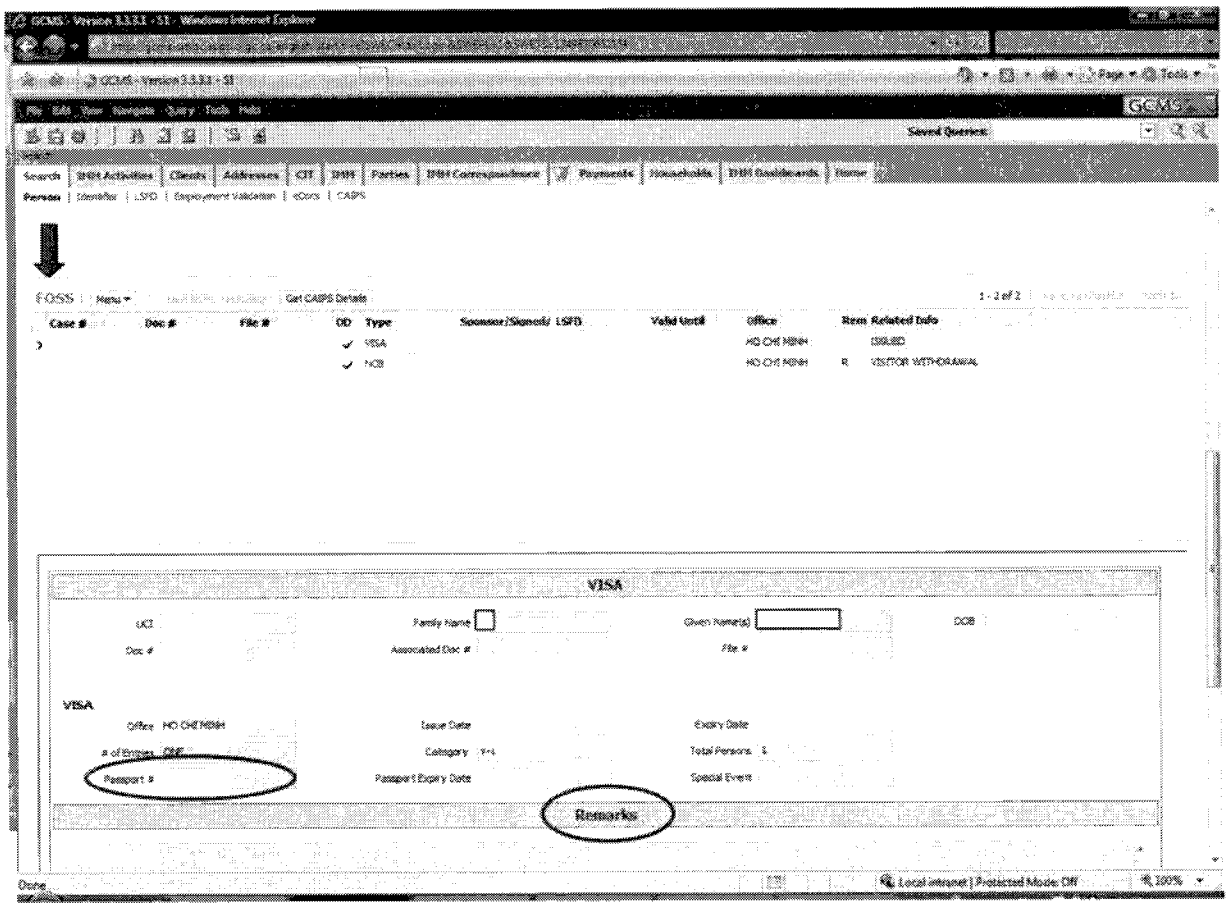

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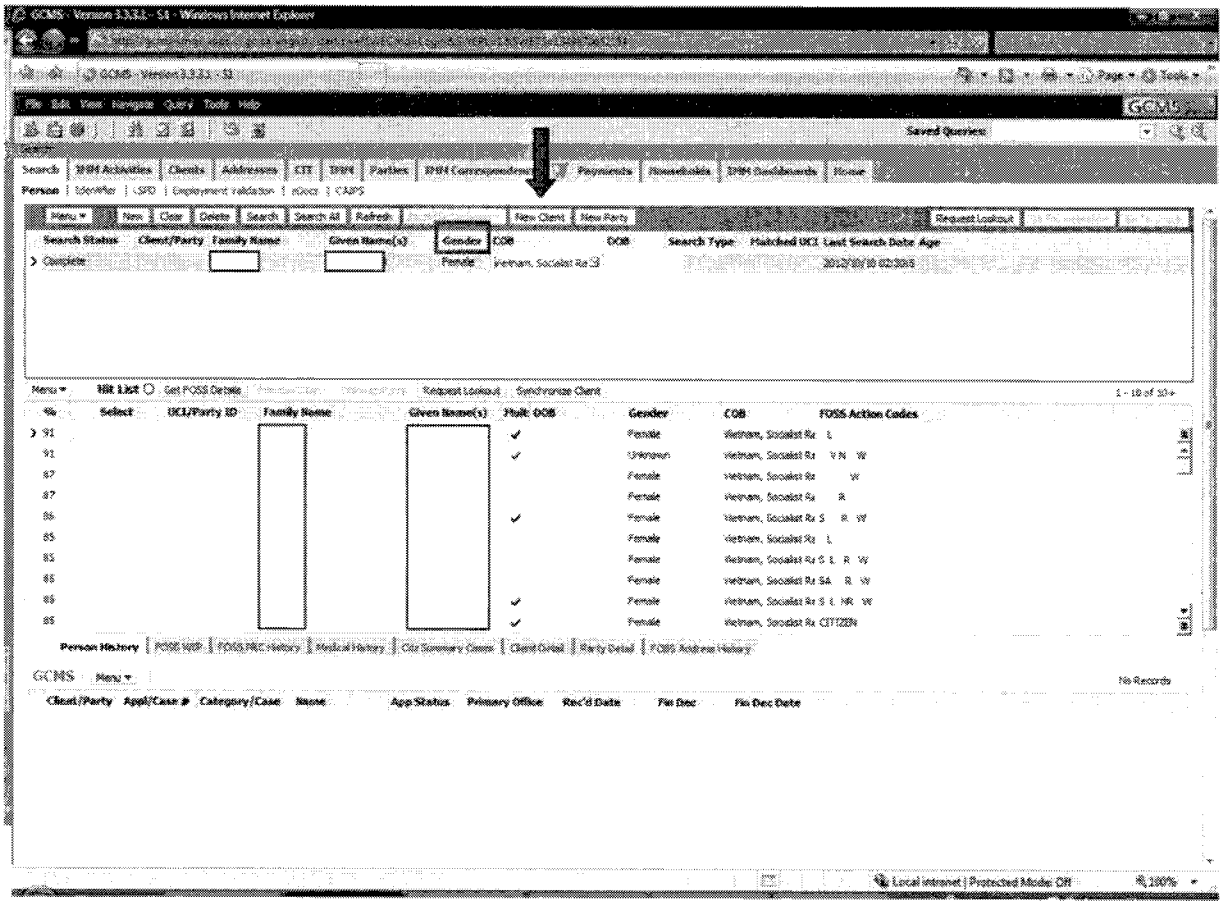

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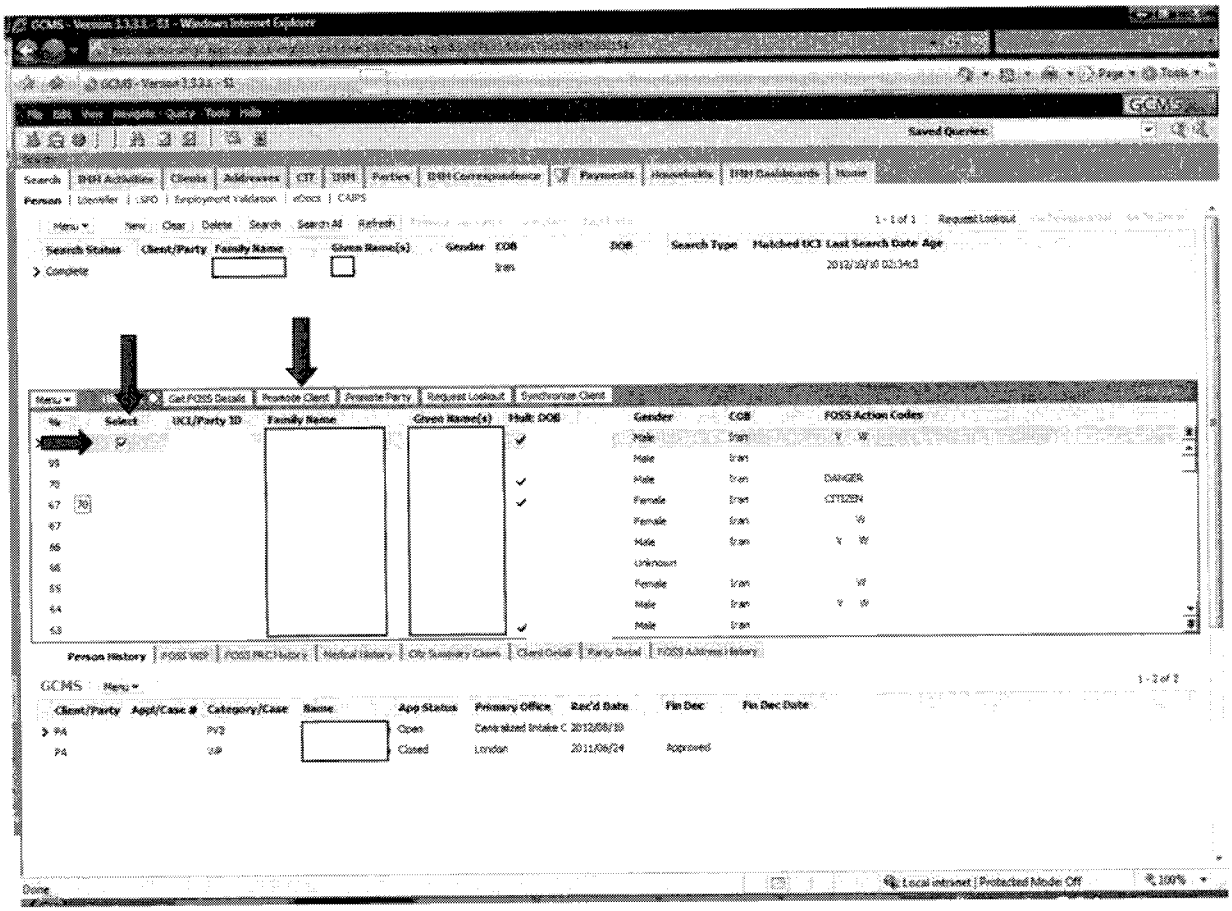

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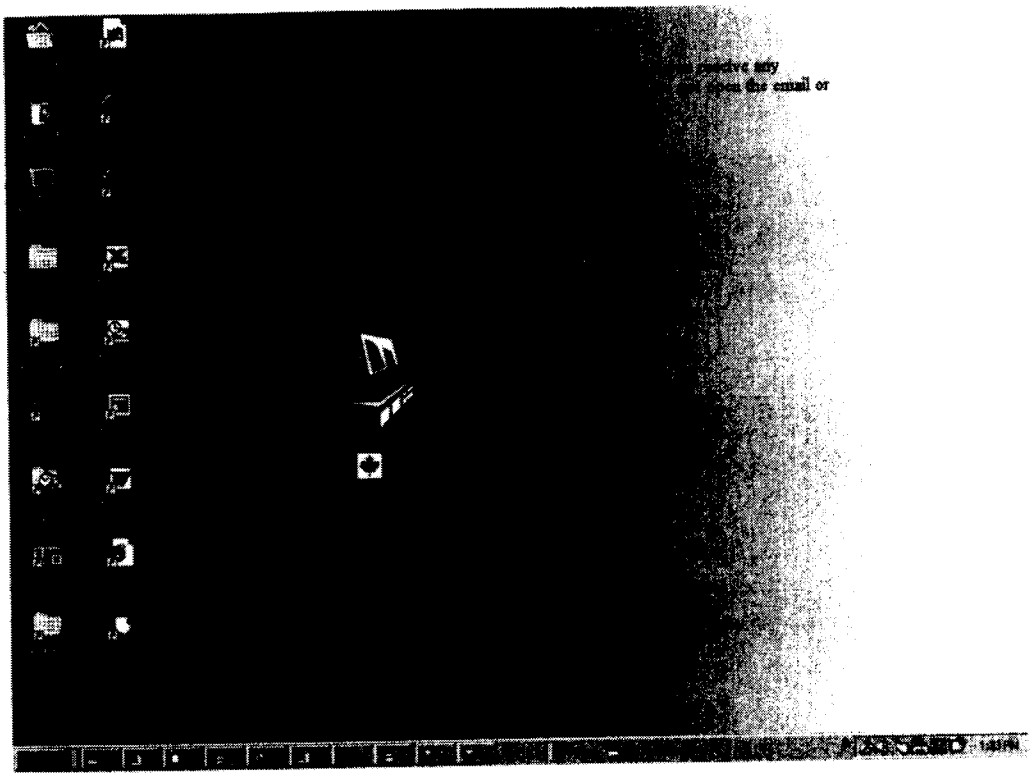
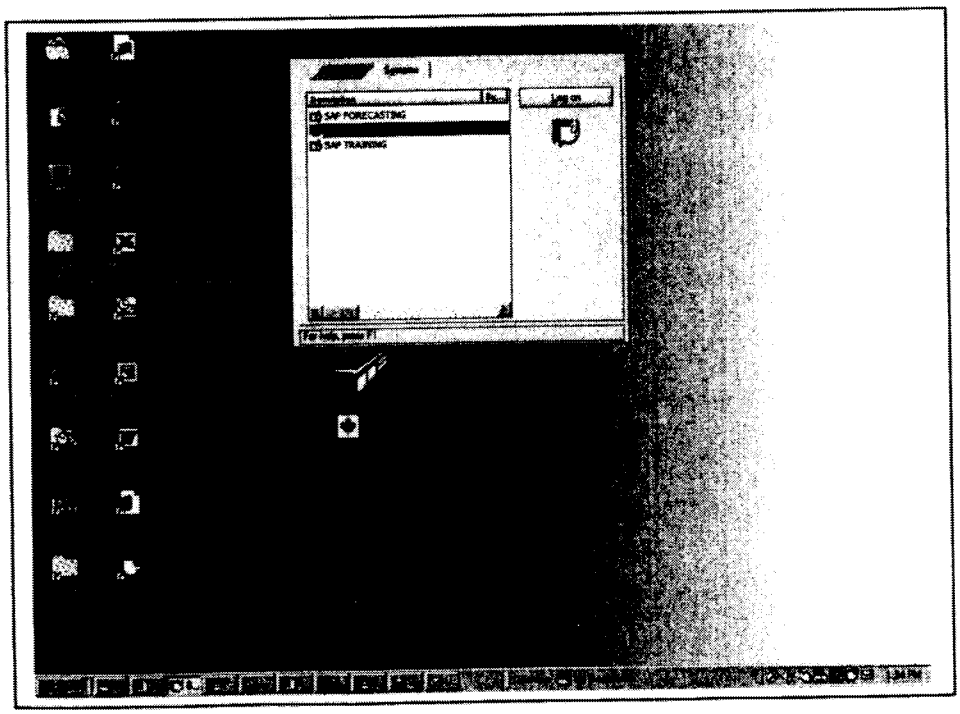
SAP

January 6, 2009

SAP Procedures for Cost Recovery

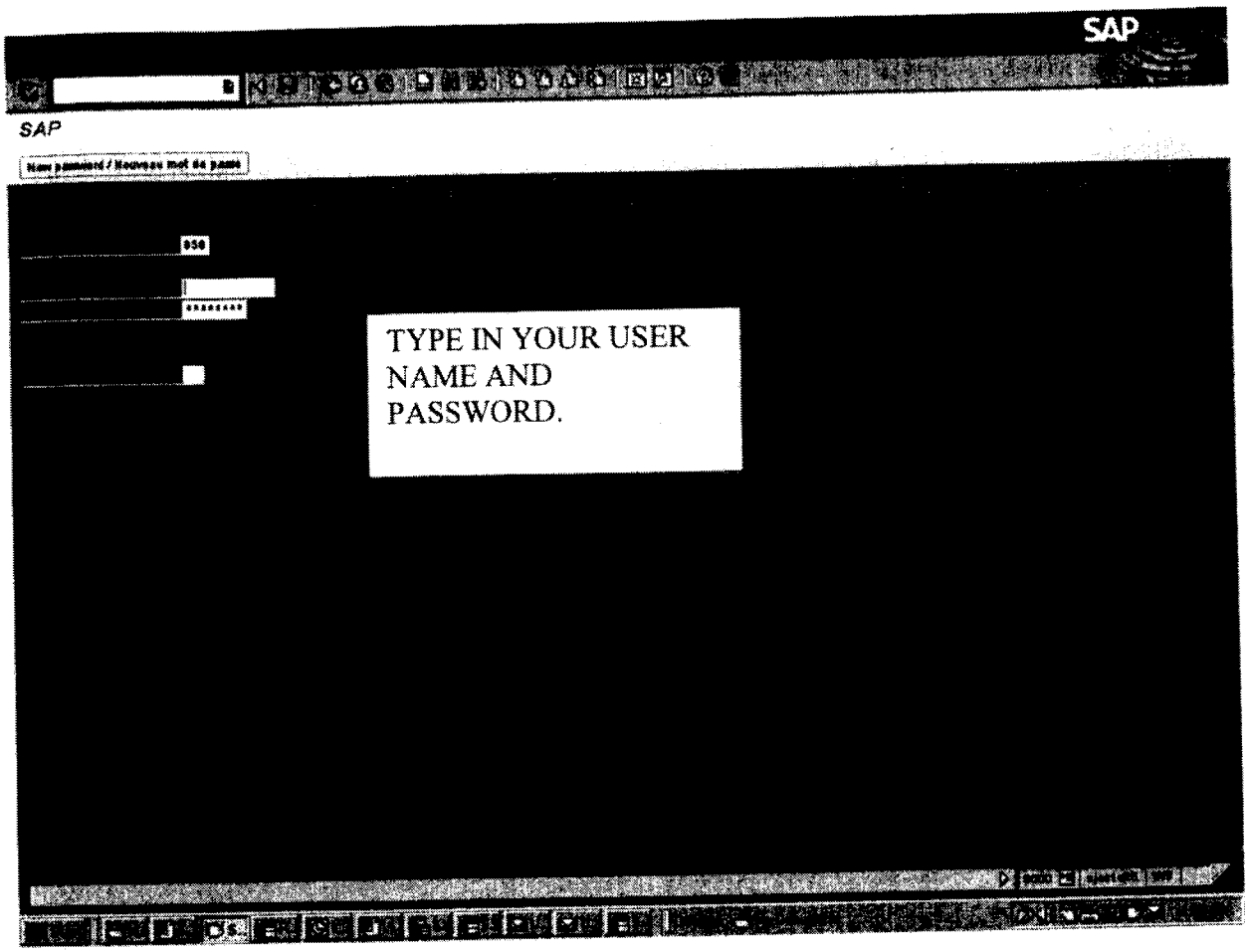
To log onto SAP:

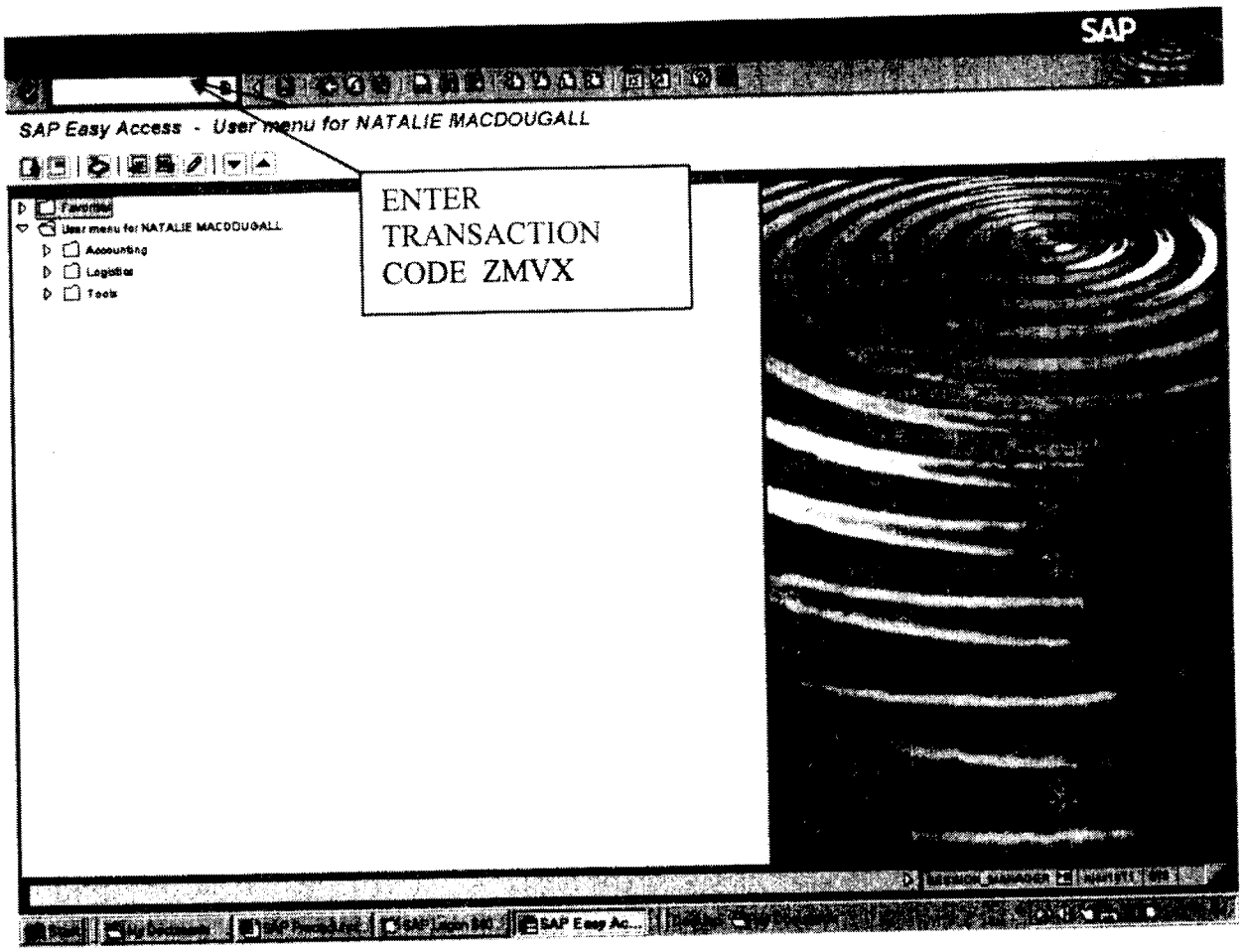




Double click on the SAP icon. Select the SAP PROD icon and then click Logon.

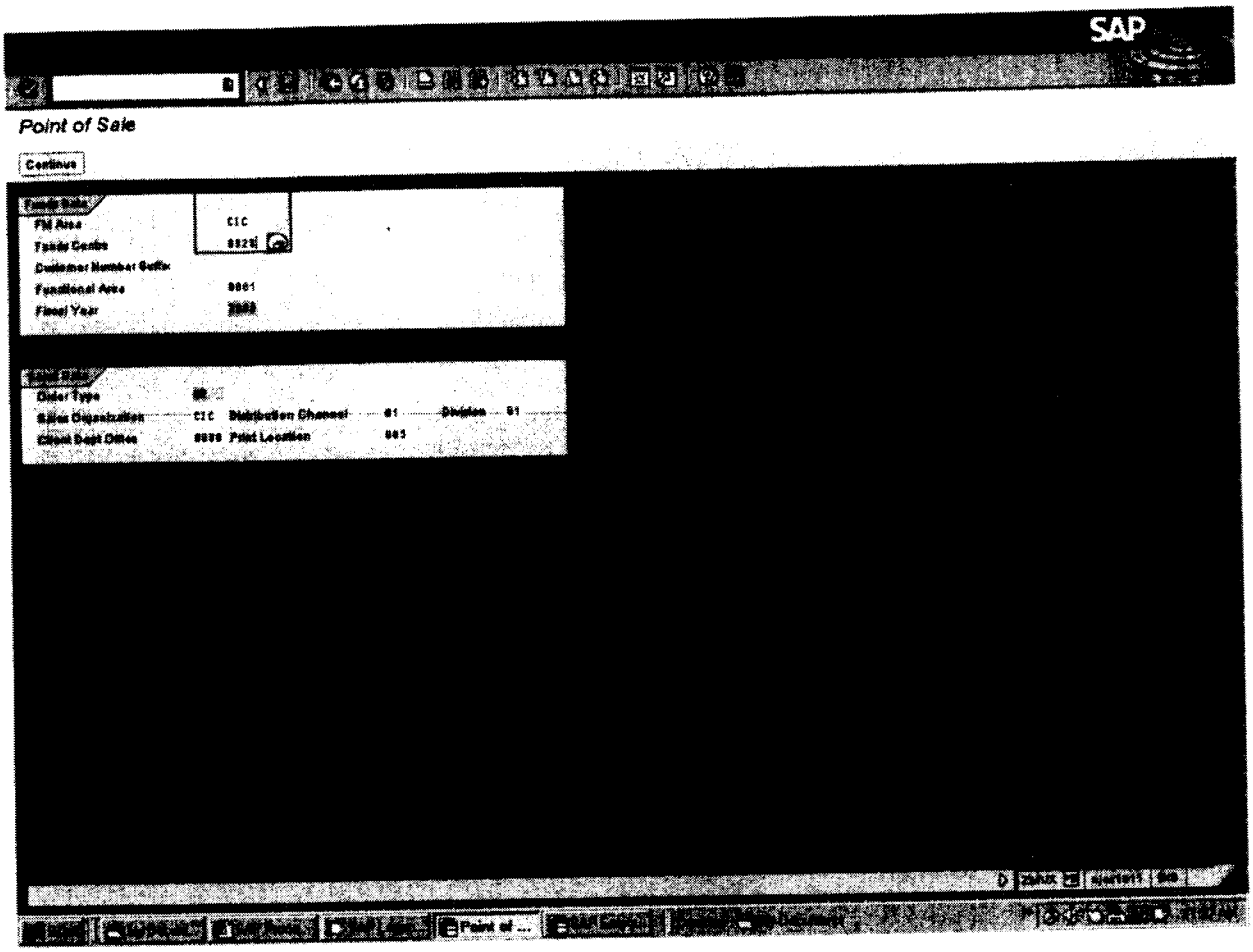
Always keep your CAPS LOCK on.


SAP
SAP
TYPE IN YOUR USER NAME AND PASSWORD.



To **enter a transaction**, when SAP opens, you click on the arrow beside Logistics which opens a pull down menu. Then click on Sales & Distribution, POS Transactions, and then POS cash register or type Transaction Code in Command line **ZMVX.** (as above)

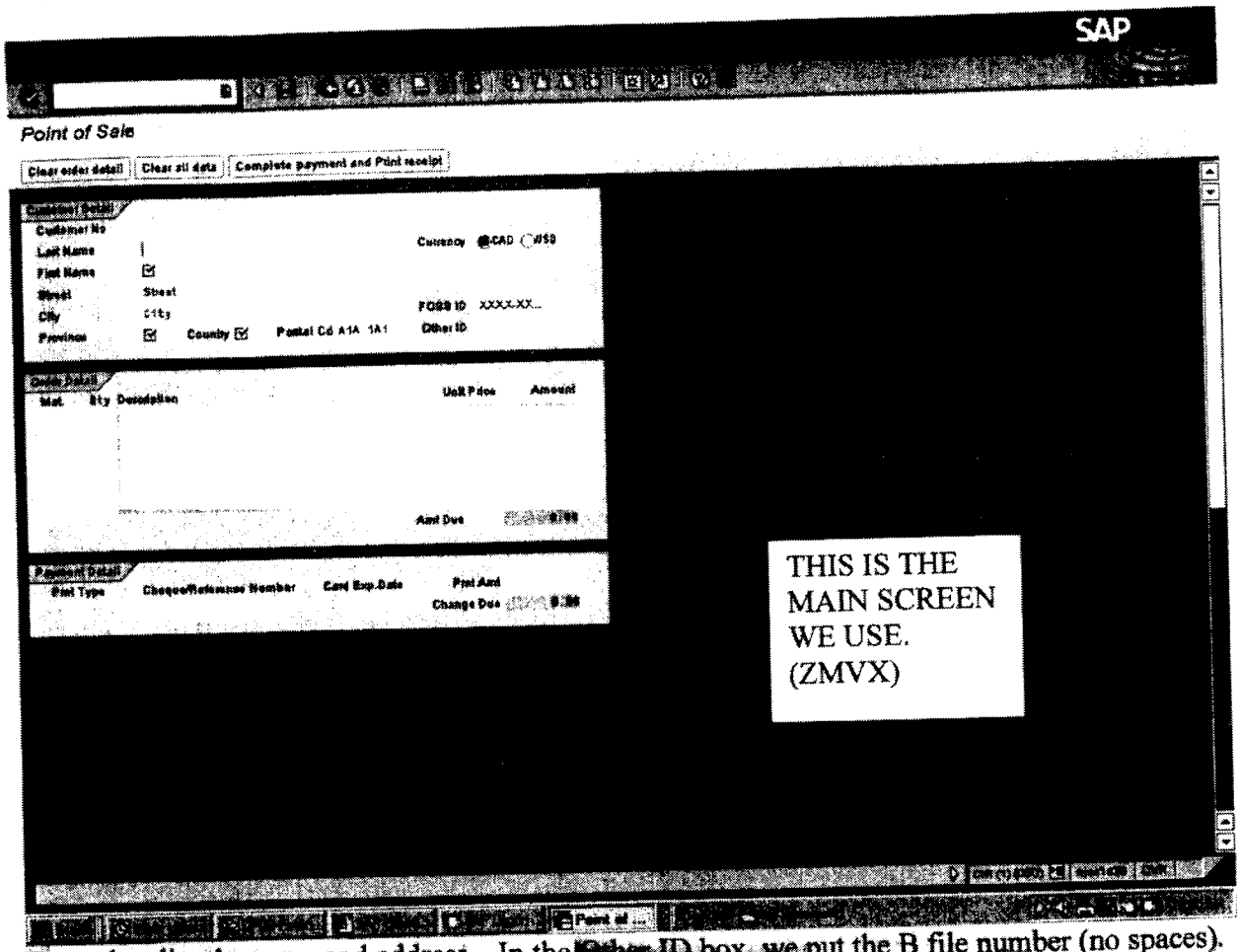
You are now in the "point of sale" screen.



From here you can either hit Enter or click the checkmark in the top left hand corner.

This will bring you to the screen with the Customer, Order & Payment Details.

January 6, 2009



Enter the client's name and address. In the Other ID box, we put the B file number (no spaces).

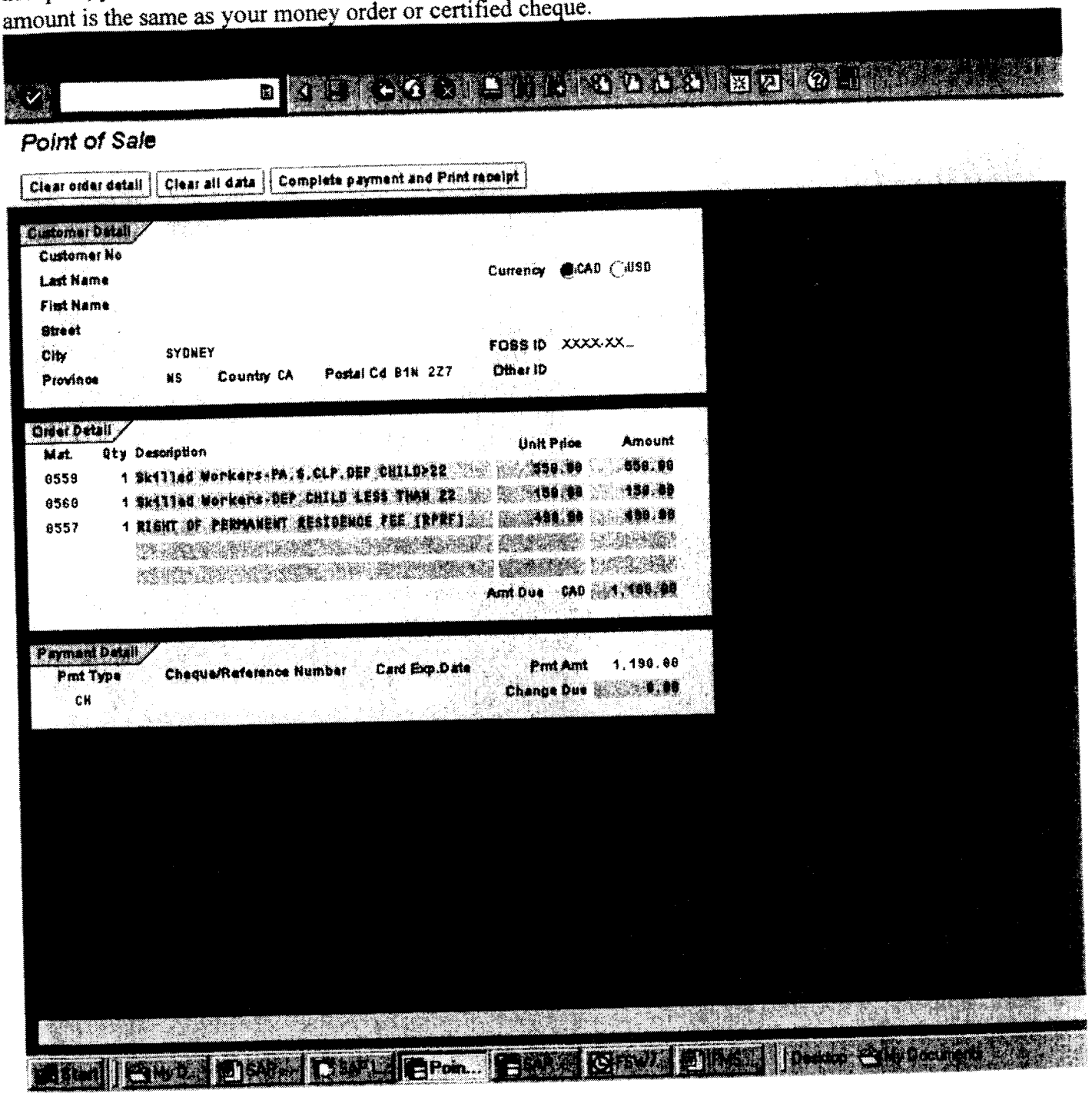
In the **Order Detail**, is where you input the application information. Under the Mat field is where you input the material code of the item you are inputting.

1) The Material Number codes that should be used in this process will be the following:

Material Number	Material Description	Associated GL	Fees (CAD)
0559	Skilled Workers-PA, Spouse, CLP, Dep Child >22	GL **44155**	$550.00
0560	Skilled Workers-Dependent Child less than 22 years	GL **44160**	$150.00
0557	Right of Permanent Residence Fee (RPRF)	GL **44075**	$490.00

January 6, 2009

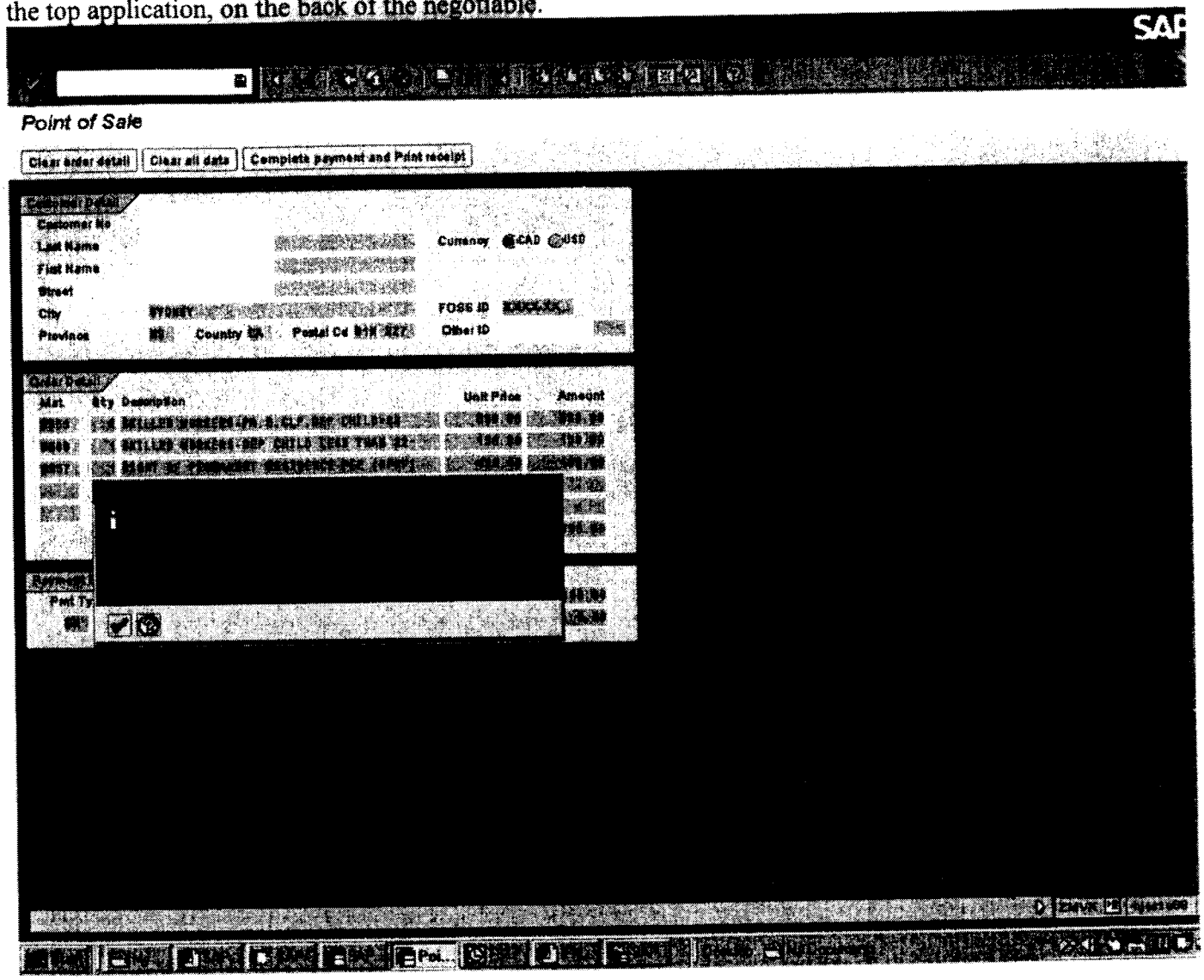
Once you input the material code, tab over to the quantity and then for the amount to be accepted, you can hit enter. This will bring up to the description. Check to make sure the amount is the same as your money order or certified cheque.



Go down to **Payment Detail**, and choose the payment type CH or by clicking on the ellipsis, it brings up a list of the different choices. You may select CH from this list as well and then tab

over to the Cheque/Reference Number. You would input the negotiable item number and name of financial institution (e.g. BMO 123456).

Once the information is entered, you click on the Complete payment and print receipt button at the top of the screen. This system will generate 3 numbers – sales document, billing, document and accounting document. We record the accounting document at the bottom left hand side of the top application, on the back of the negotiable.



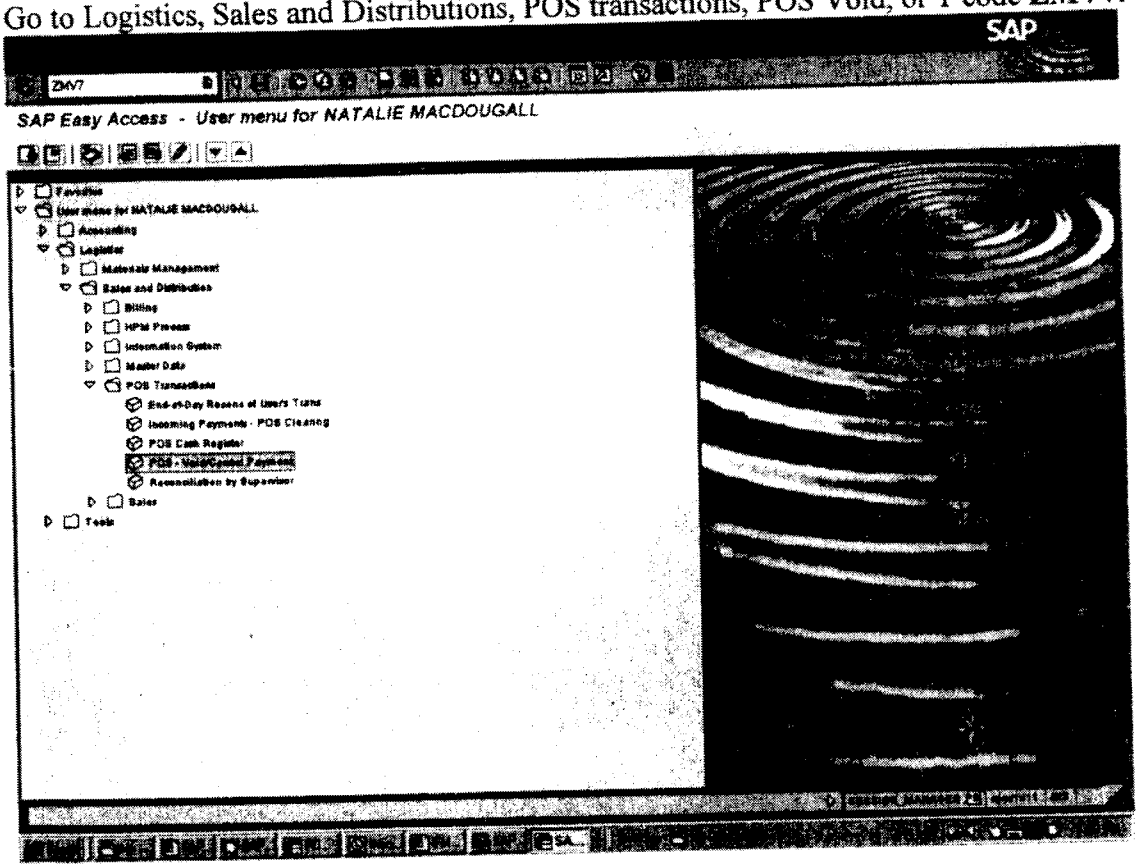
On the negotiable, we need to record the B file number and the SAP Accounting Document. On the back of the money orders/cheques, you need to bank stamp them. Two receipt copies should print, please follow your procedures regarding receipts as per C-50.

CASH

If we receive cash, follow the procedure as outlined by your team leader. The SAP process is the same, just change the Pymt type from CH to CA.

VOIDS

If you have an error you must do a void and voids **must** be done before you reconcile.
Go to Logistics, Sales and Distributions, POS transactions, POS Void, or T code **ZMV7.**

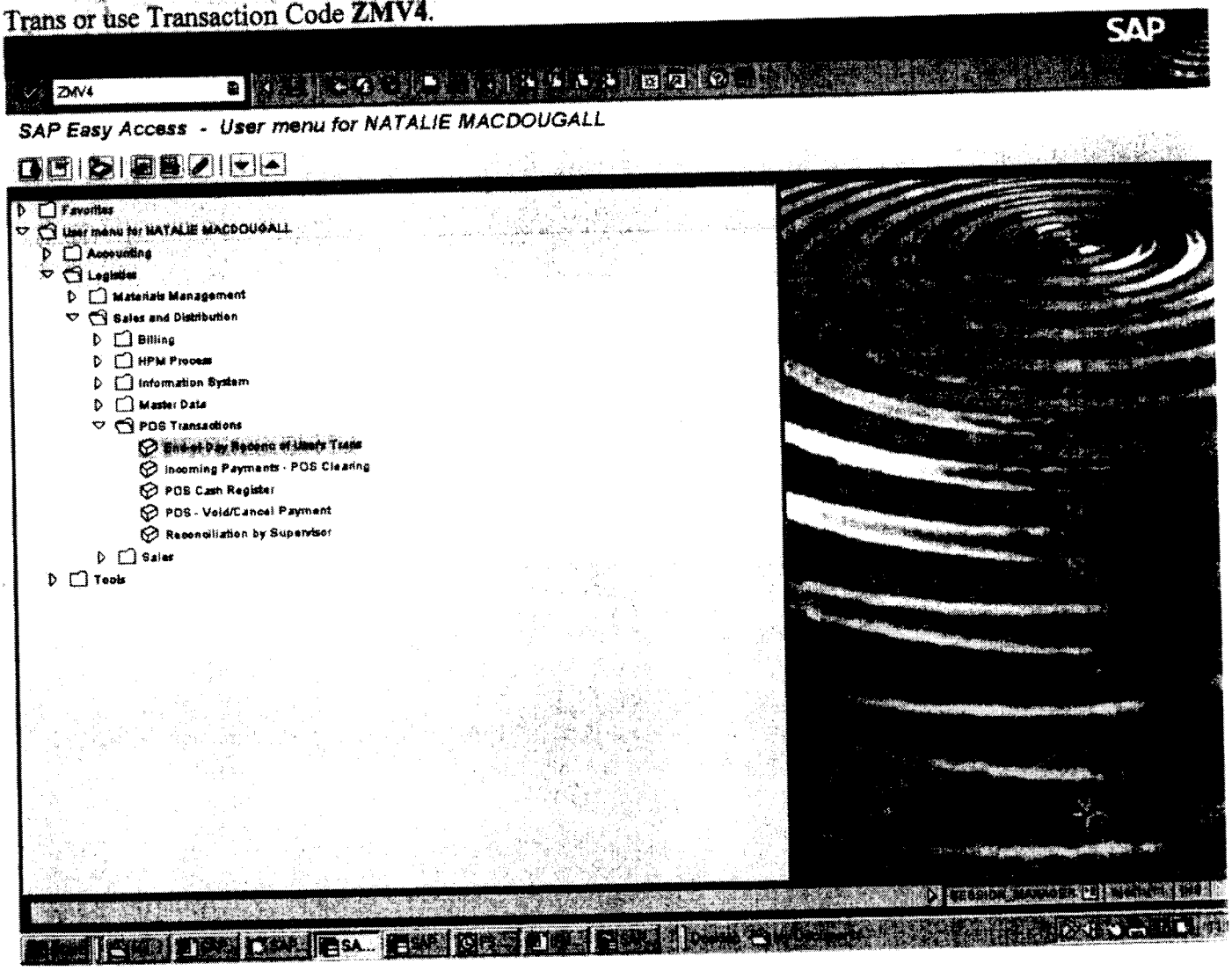


You need to know the accounting document number to void it. Enter the accounting document number and click enter. Check void box and void payment then do the void payment report which is on the same screen as the reconciliation report. Submit this void report with your reconciliation to finance.

Reconciliation

Reconciliation should be done on Wednesdays once all the input for the week is complete. Finance picks up the slips/money orders on Thursday morning.

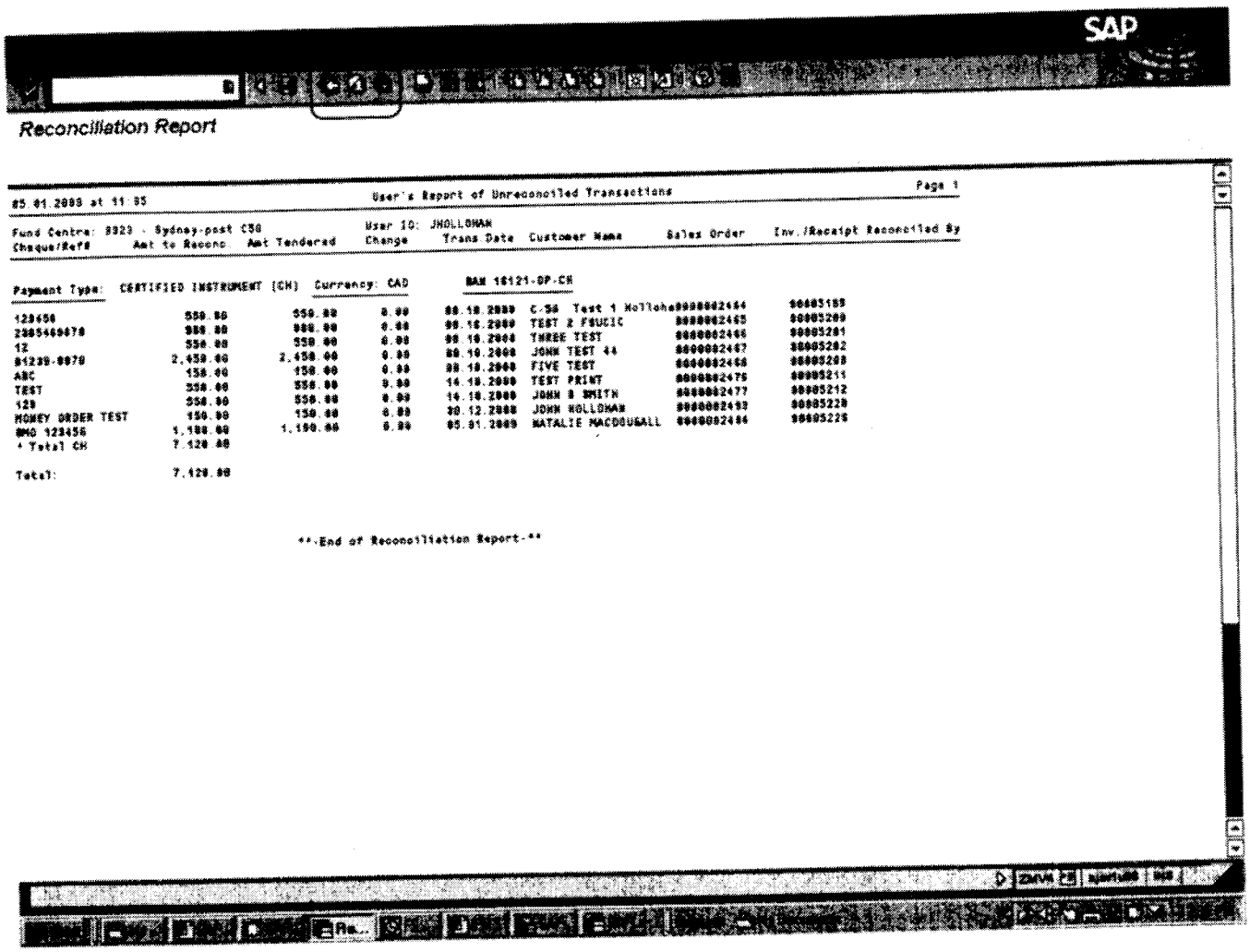
To **reconcile**, click on Sales & Distribution, POS Transactions, End of day Reconc of User's Trans or use Transaction Code **ZMV4**.



Click on **Reconciled** to check that nothing is outstanding from the last time you did your reconciliation. Click cheques and cash (when you have it). Then click on POS report. It should be empty.

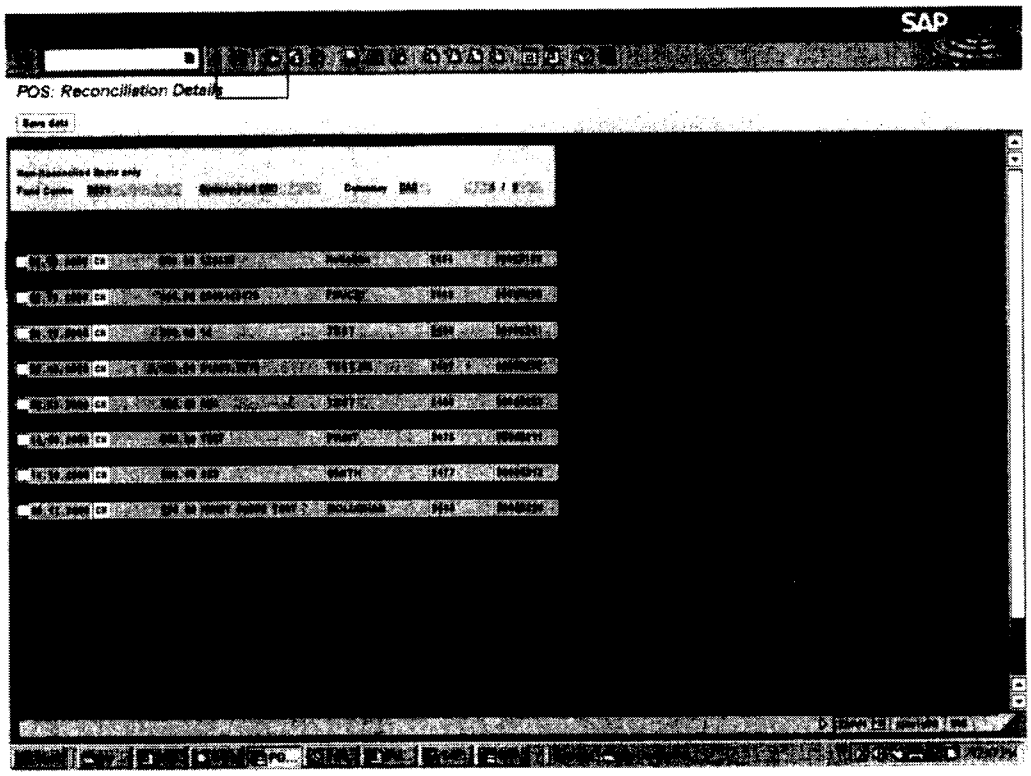
To go back click the green button twice.

Click on **Non-reconciled** and click the Cheque and cash (when you have it). Then click on **POS report** again and you should see all your transactions.



Check that the amounts are equal with your negotiables (cheques/money orders) which means you are reconciled. Then hit green arrow back. If you had cash you must type in the amount of cash that was brought up to Finance in "Total cash amount".

Then click **Process** which should give you a list of the transactions where you will have to click each one (page down to get all the transactions).



Then click **save data button** and then green arrow back.

Then click **POS report** again and the report should be empty.

Then green arrow back twice and go into **reconciled** and then **POS report** and this one should be full with all the records that were processed (clicked) before.

Then click the printer at the top of the screen and another screen pops up where you would hit the green checkmark. This is the report you submit to finance with your negotiables.

If you have **voids**, you need to do the report now as well. Voids **must** be done before you reconcile. Go to Logistics, Sales and Distributions, POS transactions, POS Void.

You need to know the accounting document number to void it. Enter the accounting document number and enter. Check void box and void payment then do the void payment report which is on the same screen as the reconciliation report.

NOTES:

To add a transaction code or menu selection to your favorites list before clicking on the last entry, right click and select add to favorites. This will put it in the favorites instead of having to do the long way each time.

To get the transaction codes for the transaction, when you are in the screen, click on System and then status. The transaction code shows up in the middle part of the screen.

At the end of the week, place all cheques & money orders in separate envelopes and an elastic and also the reconciliation report & void report, if applicable. If you receive cash during the week make note to include with the other envelopes as well. Also record your name on your envelope to help Finance which envelope belongs to who.

Quick Exit – in your command line, type in /N, this brings you to the main menu. Or if you want to go to another transaction screen you type in /N followed by the T code. E.g. ZMVX want to go to ZMV4. Type /NZMV4 in the command line, this will take you right into the Reconciliation screen. However, your transaction that you were working on will be lost if not saved first.

MAKE SURE YOU RECONCILE!! STAMP YOUR CHEQUES!! If you encounter any difficulties first contact Jay Hollohan (564-7820), if not available contact Finance Helpdesk (CPCS-Finance-HD@cic.gc.ca) or the National Helpdesk IFMS(SAP)-FCS(SAP)

E-mail → Jay cc Helpdesk

DRAFT IFMS Cost Recovery Instructions for Skilled Workers & RPRF C-50 in Sydney September 2008

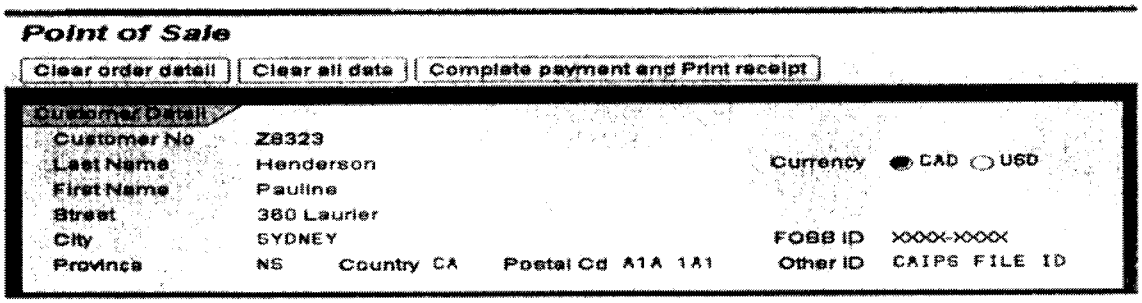
These instructions explain how to input in the IFMS SAP system Cost Recovery Fees collected specifically for Skilled Workers and RPRF under the C-50 that are processed at the Sydney Processing Center.

a) Receipt of Cost Recovery Fees

1) Using the IFMS Point of Sales (POS) Cash Register screen (ZMVX), enter the Recovery Fee received as a POS transaction with the following:

Fund Center	Associated Customer
8323 Sydney - post C50 (October 1st, 2008)	**Z8323** Sydney - post C50 (October 1st, 2008)
8324 Sydney - pre C50 (February 26th, 2008 to October 1st, 2008)	**Z8324** Sydney - pre C50 (February 26th, 2008 to October 1st, 2008)

2) Under the "Customer Detail" section of the Cash Register screen, please enter in the CAIPS ID of the client in the "Other ID" field.



3) The Material Number codes that should be used in this process will be the following:

Material Number	Material Description	Associated GL	Fees (CAD)
0559	Skilled Workers-PA, Spouse, CLP, Dep Child >22	GL **44155**	$550.00
0560	Skilled Workers-Dependent Child less than 22 years	GL **44160**	$150.00
0557	Right of Permanent Residence Fee (RPRF)	GL **44075**	$490.00

4) Once the POS Transaction is saved, please follow the standard User and Supervisor Reconciliation procedures via ZMV4 and ZMV5 and then clear the Reconciled Transactions via ZMV6.

The standard IFMS procedures that describe all the steps involved in POS process are available at: http://cicintranet/ifms-sifm/sales-ventes/pos-pdv/collecting-perception_e.htm

STEP TO MAKING CHANGES TO RECEIPTS: (Using Sales Doc #)

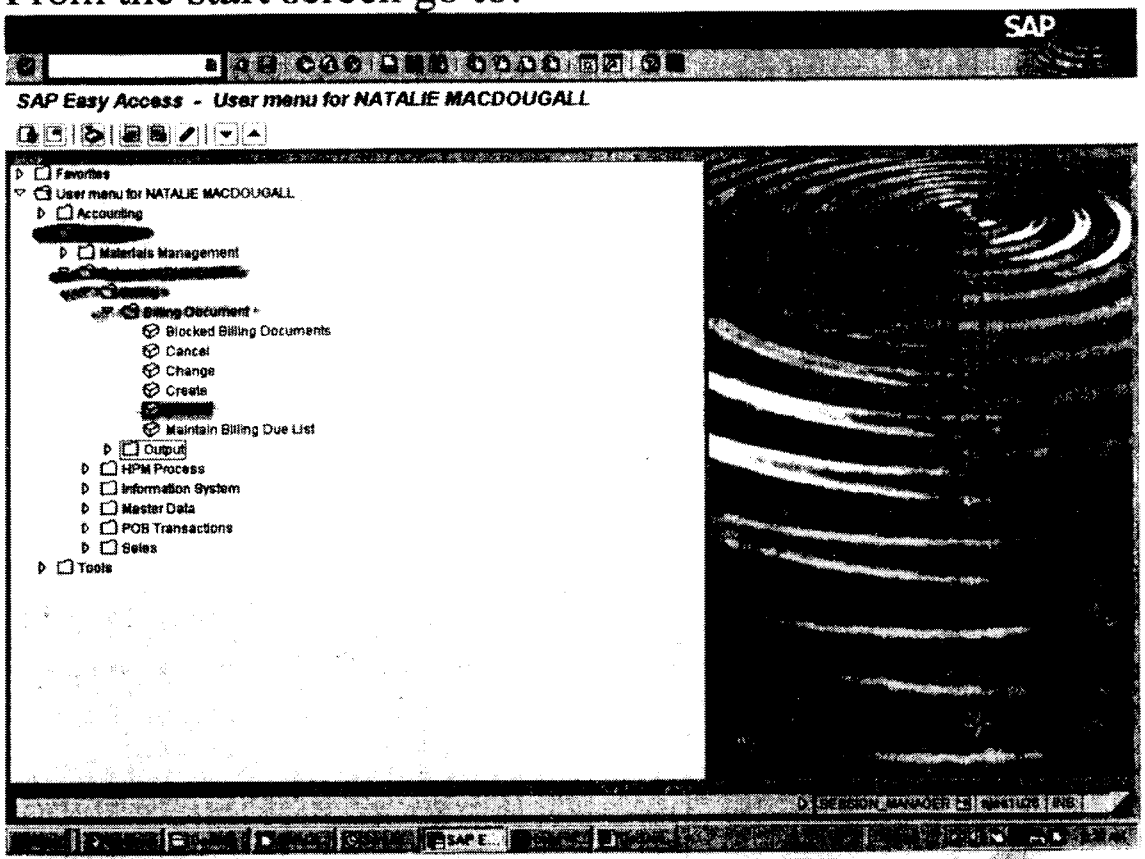
1) GO TO **CHANGE SALES ORDER**
2) ENTER **SALES DOC #** (FIND ON BOTTOM OF APPLICATION) – HIT ENTER
3) CLICK ON **GOTO** (TOP OF SCREEN) THEN **HEADER** THEN **PARTNER**
4) CLICK ON **4TH COLUMN** (TITLED **STREET**)
5) MAKE CHANGES THEN CLICK **GREEN CHECK MARK** AT BOTTOM OF SCREEN
6) HIT SAVE (**ORANGE DISK AT TOP OF SCREEN**)
7) THIS WILL TAKE YOU BACK TO SCREEN TITLED CHANGE **SALES ORDER: INTIAL SCREEN**
8) CLICK ON **ENVIRONMENT** AT TOP OF SCREEN THEN **DISPLAY DOCUMENT FLOW**
9) CLICK **INVOICE** AND HIT **DISPLAY DOCUMENT**
10) CLICK ON **BILLING DOCUMENT** AT TOP OF SCREEN THEN **CHANGE**
11) THEN **BILLING DOCUMENT** AGAIN AND THIS TIME HIT **ISSUE**
12) HIT **PRINTER** AT BOTTOM OF SCREEN

SAP – CORRECTING NAMES ON RECEIPTS

To change the receipt you need one of the SAP generated numbers such as Sales doc, Billing doc (invoice number) or Accounting doc (the number written on the back of the cheques). If you have the invoice number from the receipt to begin.

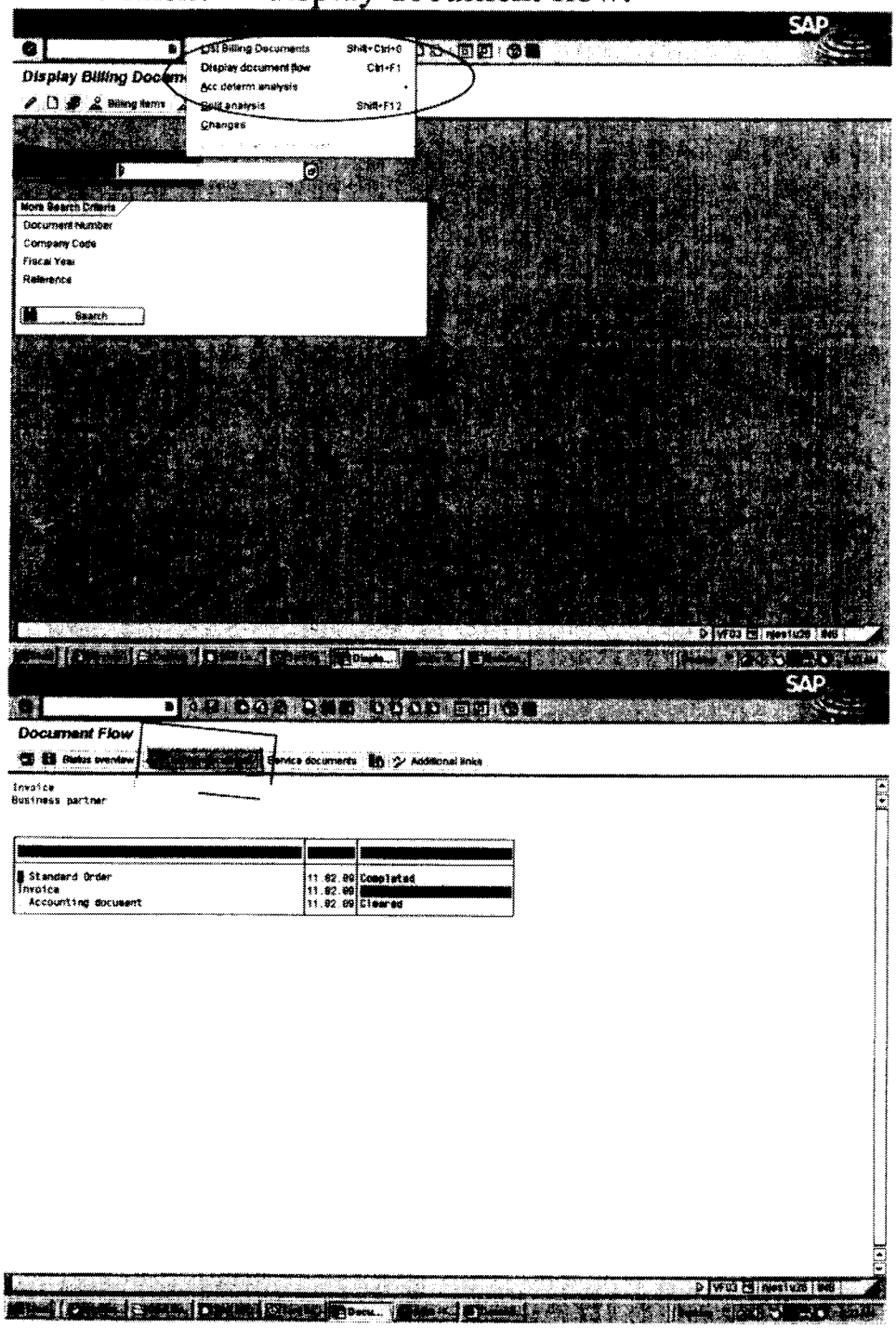
Get in CAIPS notes

From the start screen go to:

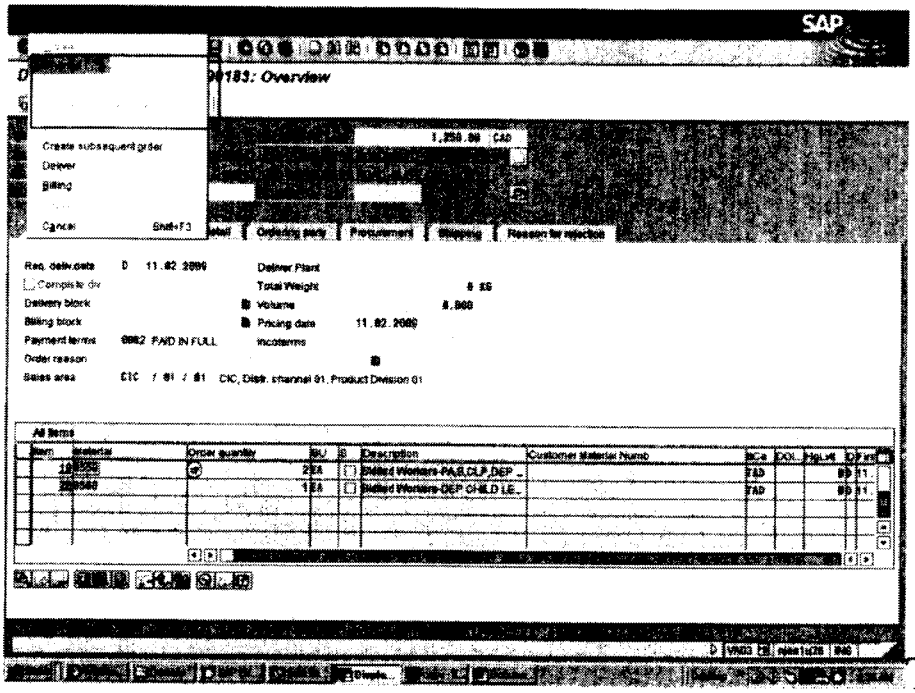


Logistics ->Sales and Distribution->Billing->Billing document->Display

Enter the invoice number and go to the top of the page to environment -> display document flow.



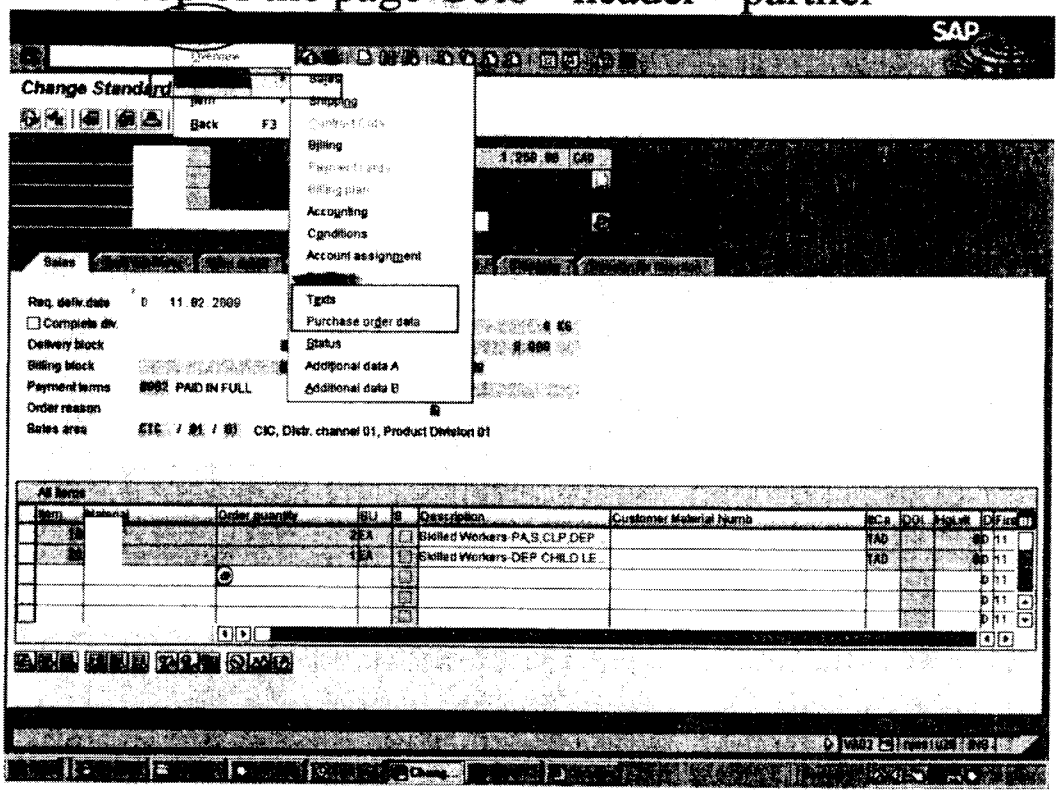
This will show you the three numbers. If you click on the sales document (just to highlight) and then click display document (eyeglasses picture), you will get to the sales doc.

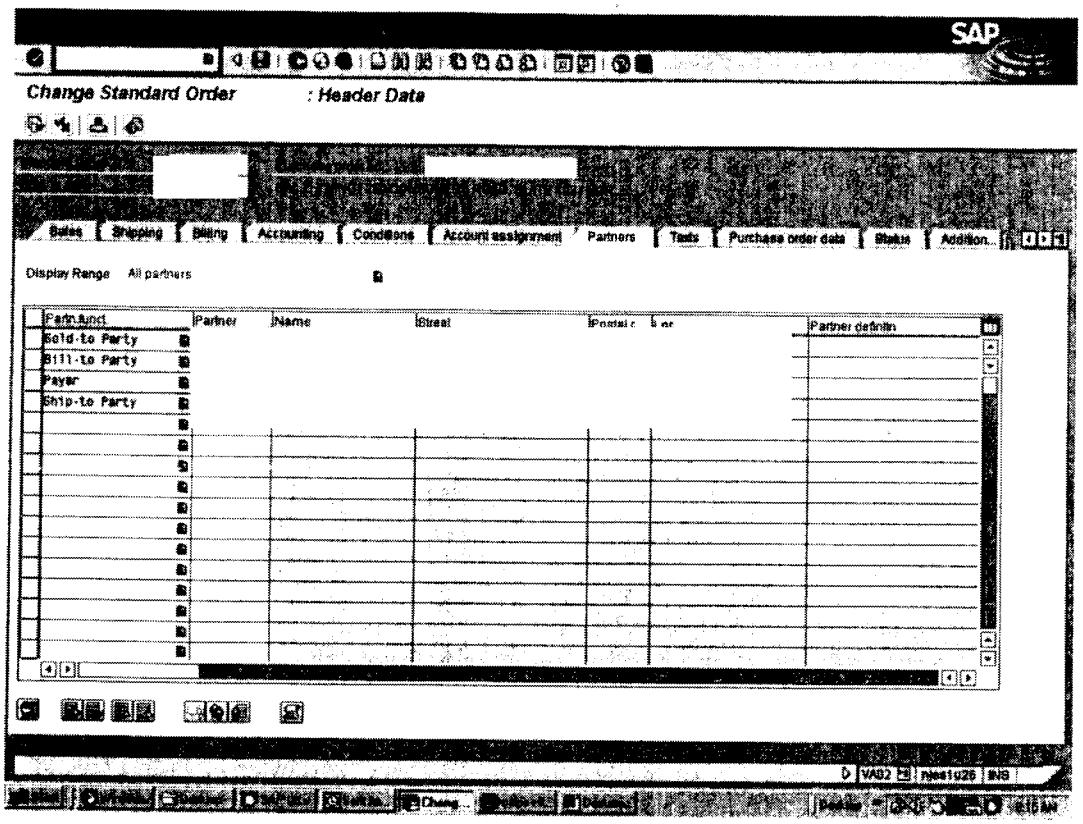


Then click on:

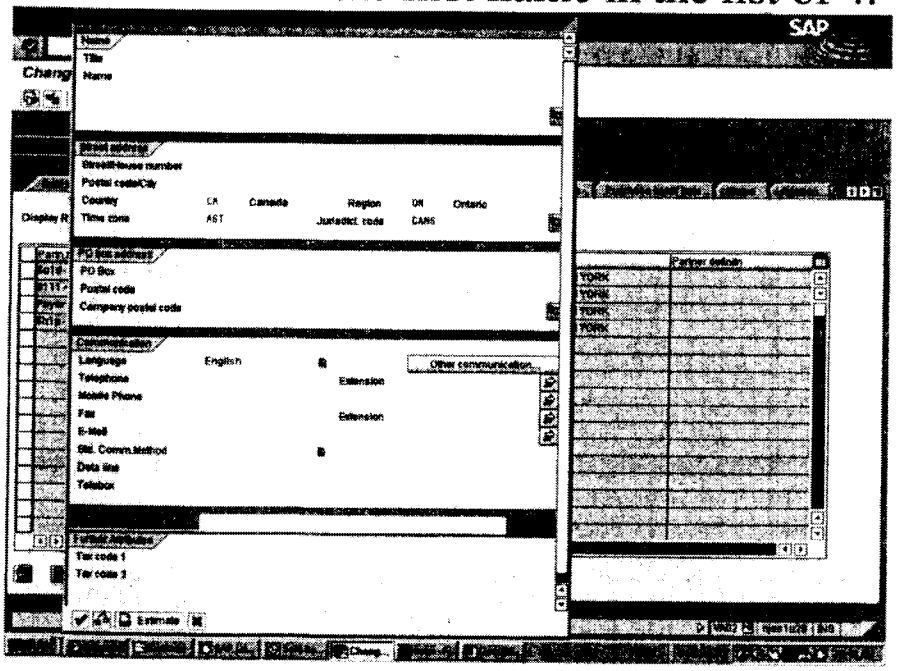
Sales document ->change (hit enter)

At the top of the page Goto->header->partner



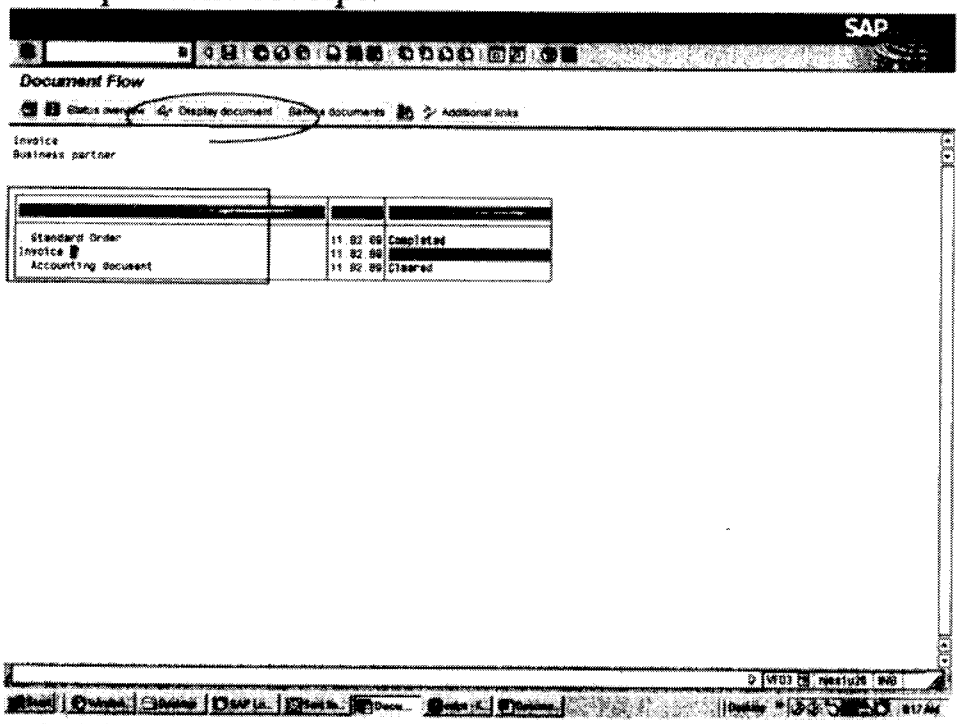


Double click on the first name in the list of 4.

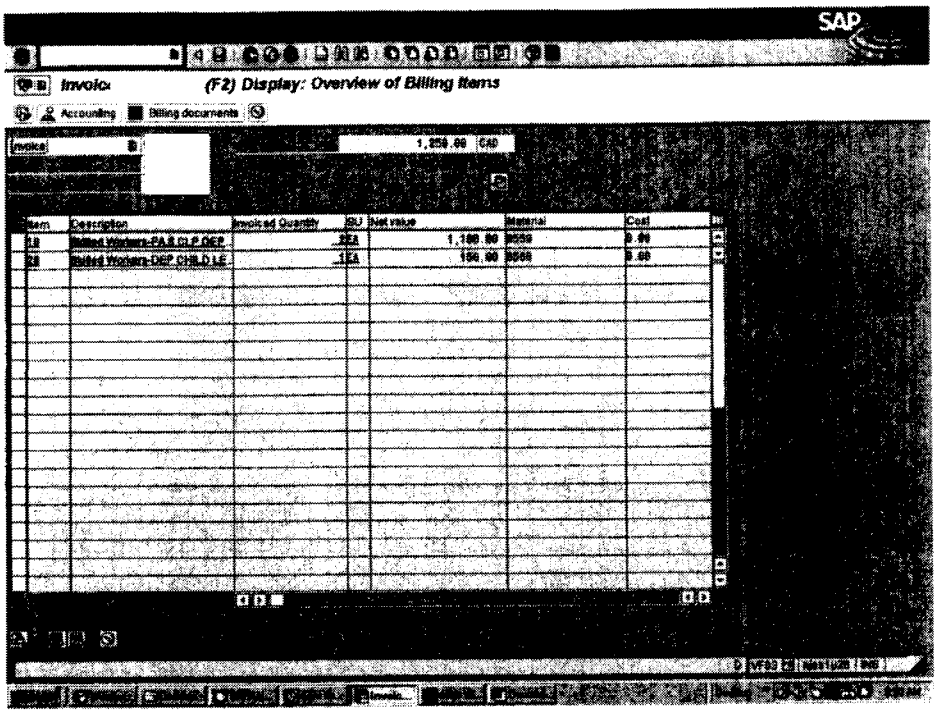


This is where you make your changes to the name. Hit enter when finished. Green arrow back. Save. You will get a message showing the sales order number, it should be the same.

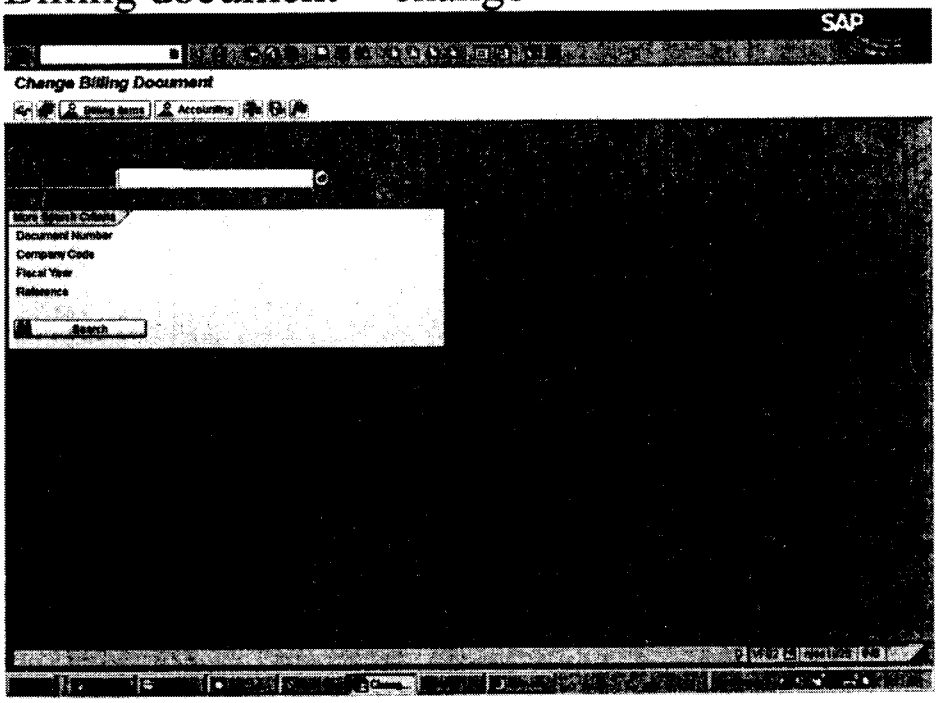
To reprint the receipt:



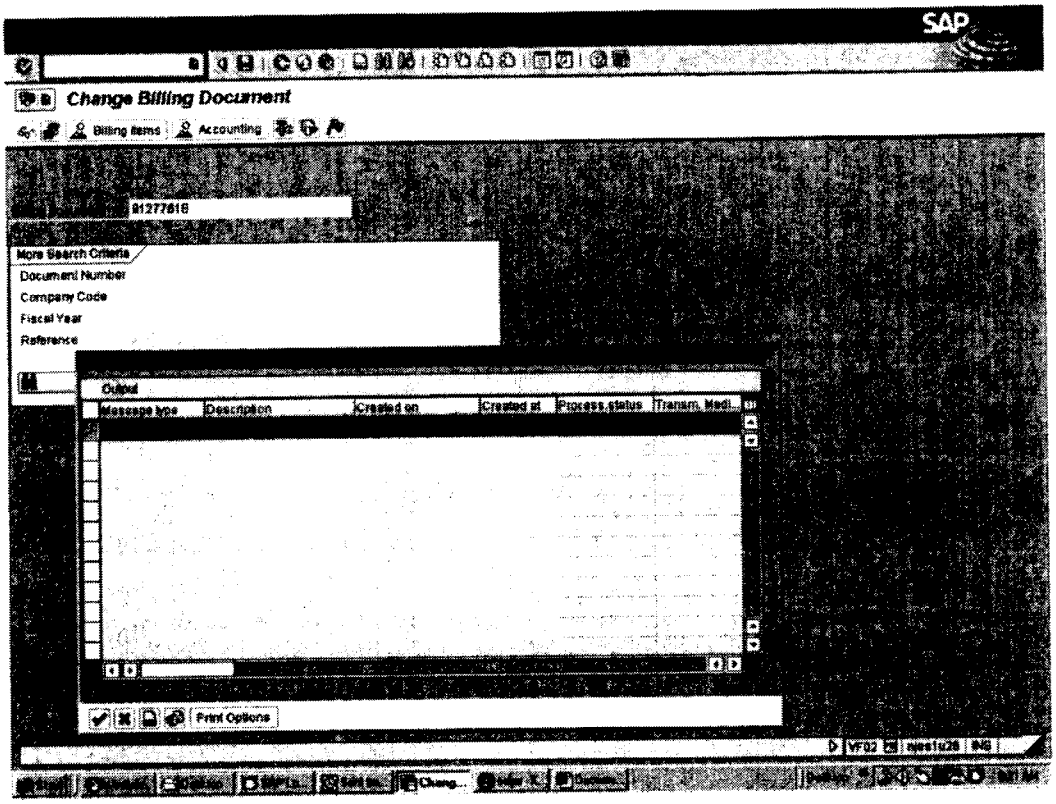
Highlight the invoice line ->display document



Billing document ->change



Billing document->issue



Click on the printer.

FORGOT TO RECORD A-DOC #:

1) GO TO FB03 (TOP LEFT) - HIT ENTER
2) ENTER FISCAL YEAR
3) CLICK DOCUMENT LIST
4) ENTER DATE IN POSTING DATE
5) CLICK RED/GREEN/BLUE BUTTON
6) ENTER USER NAME
7) CLICK EXECUTE