



*A Consumer's Guide*



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

Questions to ask your  
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**IMMIGRATION  
CONSULTANT**

## A Consumer’s Guide | Questions to ask your Immigration Consultant

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Immigration Consultants of Canada Regulatory Council (ICCRC)

[www.iccrc-crcic.ca](http://www.iccrc-crcic.ca)

ICCRC is the national regulatory body that promotes and protects the public interest by overseeing regulated immigration and citizenship consultants and international student advisors. Designated by the federal Minister of Immigration, Refugees and Citizenship, ICCRC began regulating immigration consultants in 2011, and citizenship consultants and international student advisors in 2015.

### Questions to ask your Immigration Consultant

The purpose of this guide is to provide you with the right questions to ask your Immigration Consultant before accepting their services. The questions are intended as a guide only.

Remember to always check the ICCRC online public register to confirm the status of your Immigration Consultant before signing any contract.



#### Head Office

5500 North Service Road  
Suite 1002  
Burlington, Ontario  
L7L 6W6

#### Burnaby

3292 Production Way  
Suite 502  
Burnaby, British Columbia  
V5A 4R4

#### Saint-Laurent

100 Alexis-Nihon Boulevard  
Suite 592  
Saint-Laurent, Québec  
H4M 2P1



## How **experienced** are you?

The Immigration Consultant will tell you:

- how long they have been licensed
- other past immigration-related experience
- areas they specialize in
- what types of clients they have served


If they are experienced with cases like yours, they might be able to tell you:

- how long the process will take
- issues you may encounter in the application process
- possible outcomes

## I have been **refused** in the past, can you help?

To get the best service possible, you should let your Immigration Consultant know about past refusals and the reasons for the refusal.

The Immigration Consultant will provide a new strategy on how to submit your application and explain how your history of refusals may affect the chances of success.







## What **services** am I paying for?

The Immigration Consultant will provide you with a contract (retainer agreement) that lists:

- what work they will do
- how much you will pay and when (i.e. in advance or when services are completed)
- any deposits and if any part is refundable
- services and cost of other professionals hired (lawyers, translators etc.)

If anything in the retainer agreement is not clear, ask for more explanation in writing. You should understand every service you are paying for. There should not be any “hidden” fees that occur after signing your retainer agreement.



## Who will be working on **my application**?

During the process, other people in addition to your Immigration Consultant might be working on your file.

You should know:

- your main contact
- the staff, agents, Immigration Consultants or lawyers working on your file and their roles and responsibilities





## Do I have to pay for **all** my applications up front?

The Immigration Consultant will provide a list of each type of application, the cost of each application, and the payments due at each stage of the application.

You should not be required to fully pay for an application that depends on the success of another application. In addition, if you are on a monthly payment plan, be sure you are only paying for service fees due at that time.



## Can I pay you by the **hour**?

The Immigration Consultant may or may not offer a per hour service rate. If it is offered, the rate per hour will be outlined in your retainer agreement.

The Immigration Consultant will provide an estimated number of hours dedicated to preparation, submission, monitoring and ongoing communication, based on your individual case.





## Can you help me find a job?

While immigrating and finding a job in Canada are often tied together, they may require different representatives. In addition to your Immigration Consultant, you may need to work with a licensed recruiter.

No one should charge you fees for finding a job: not the employer, not the recruiter, not the Immigration Consultant.

For you to work in Canada, your future employer must submit a Labour Market Impact Assessment (LMIA) application to the Government of Canada. The purpose of an LMIA is to explain why a foreign national, such as yourself, is needed to work in Canada. Once approved, the LMIA is then submitted by the Immigration Consultant along with your immigration application for work in Canada.

## Do you receive a **commission** working with the employer/school?

Immigration Consultants must abide by a *Code of Professional Ethics*. That Code requires that Immigration Consultants tell you:

- if they are receiving money or benefits from someone else to work on your immigration application
- if their business interests might oppose yours





## What happens if I **cancel** my contract? Will you refund my money?

The refund policy in your signed retainer agreement will determine when you can get your money back. In general:

- if your application has been submitted and you are awaiting a decision, a refund may not be reasonable
- if your application has not yet been submitted, you could receive a partial refund for work not yet completed

The Immigration Consultant is obligated to return your original documents and provide any information that you may need to continue with your application.

If you have retained a new representative, you can sign a new *IMM 5476 Use of a Representative Form* and have your new representative request your documents and details for accessing your immigration application.

## Why are your fees more **expensive**?

Fees may be affected by factors such as years of experience, number of working hours dedicated to your file, complexity of your case or the need for other professional services.



# Helpful Tips

- ✔ Verify your Immigration Consultant’s status on our online public register.
- ✔ Check disciplinary notices in our Complaints and Professional Conduct section.
- ✔ Ask your Immigration Consultant for references.
- ✔ Read reviews on your Immigration Consultant.
- ✔ Compare Immigration Consultant fees.
- ✔ Get directly in touch with the Immigration Consultant handling your application. Always use the contact information on our online public register.
- ✔ Contact your employer/school directly about any questions about your job or study program.

## Notes

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