

s.16(2)

s.17

## Coutu.Sebastien

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**From:** Rivera.Delmy  
**Sent:** Thursday, January 21, 2021 11:03 AM  
**To:** Rushton.Robin-Leah  
**Subject:** FW: Start-Up apps - cannot approve, compliance fees not allocated

Hi Robin:  
I thought I'd share our response to as an FYI. We addressed all of the questions she had by copying and pasting the exact info found in the PDIs, but she came back to us with additional processing questions – I responded reiterating that we provide functional guidance.  
I'm not sure there is anything else your team (or ours!) can do!  
Hope this helps!  
Regards,  
Delmy Rivera  
Tel:

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**From:** Rivera.Delmy  
**Sent:** December 16, 2020 1:33 PM  
**To:** ' @international.gc.ca'; IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC)  
**Cc:** @international.gc.ca; IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)  
**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi  
All of the info can be found in the PDIs I sent you yesterday, but I have provided specific responses to your questions below for ease of reference.  
FG inbox: Please create a tracking number and close this FG. Thanks.  
Regards,  
Delmy Rivera  
Tel:

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**From:** @international.gc.ca [mailto: @international.gc.ca]  
**Sent:** December 16, 2020 1:01 AM  
**To:** Rivera.Delmy <Delmy.Rivera@cic.gc.ca>; IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC) <IRCC.IPGFunctionalGuidance@international.gc.ca>; OrientationFonctionnelleOPI.IRCC@cic.gc.ca>  
**Cc:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit@international.gc.ca>

[UniteDestravailleursADMINOPI.RCC@cic.gc.ca](mailto:UniteDestravailleursADMINOPI.RCC@cic.gc.ca)

**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi Delmy and IPG functional guidance box,

**\*\*IPG: this is an urgent request as we are trying to eliminate our current WP inventory and we believe the apps may be wrongly “built” in GCMS (wrong code, LMIA exemption code, etc)\*\***

Thank you so much for your email. I think a vast majority of SUV WPs are coded C10 or C11 (I thought C11 was the correct exemption), not A75. I must say also that none of the commitment certificates (CC) that I processed are signed. Actually when I look at the form, I do not see signature blocks for designated entities and PAs. Hence why we were asking for a way to confirm the CC directly with the designated entity.

I thought (when reading the PDI) that IPG was checking the commitment certificate, accepting the fees, etc and putting a note in GCMS: isn't the case? No, IPG (Immigration Program Guidance) does not process cases. Our Branch only provides guidance. The processing networks (IN, DN and CN) process applications (screening, assessing and decision-making). Would recommend reviewing the work permit PDIs as they provide all the necessary information you need in order to process work permits.

For your info, we are in the process of updating the SUV work permit PDI – but the changes will be minor. The update will reflect changes to the office responsible for assessing the Commitment Certificate and updating the GCMS notes. I am providing the new contact below. The updates should be available in January or so.

As per the PDI, The processing office will do the following:

- Confirm that the receipt number for the employer compliance fee is valid or that the employer has indicated a fee exemption. This information is captured separately from the work permit processing fee information in the “Fees” view tab in the Global Case Management System (GCMS).
- Confirm that the IPG has entered a “Client Note” on the “Client” screen indicating that the employer has been authorized to use the “Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)” form [IMM 5802] for the specific foreign national.
- Review the information in the “Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)” form [IMM 5802].

To confirm, here are our questions:

- Who at IPG review the employer part of the WP (i.e. before a WP can be submitted) and what do they do exactly and where do they put their notes in GCMS? Can we talk to these folks directly?

RESPONSE: As per the PDI: Employer-specific work permits with Labour Market Impact Assessment exemptions there is no review of LMIA-exempt Offers of employment. You must follow the instructions in the general PDI AND in the Start-up Business Visa work permit PDI.

## Work permit application

The work permit application is the second step in the employer compliance regime. It is important for the officer to review the offer of employment to ensure that it is complete and genuine, that the employer is not ineligible to hire foreign workers, that the main duties described align with the NOC and that the foreign national actually meets the requirements defined in the job details.

**Important:** The offer of employment information submitted by the employer is not vetted or verified by any section of IRCC before work permit application processing.

For the Work permit for a Foreign workers: Work permits for start-up business class permanent resident visa applicants Officers need to follow the following instructions:

The processing office will confirm that:

- the work permit application is accompanied by the Letter of Support;
- a note in the Client tab in GCMS confirms that a Commitment Certificate exists;
- the commitment certificate indicates that the applicant is “essential” and that a work permit is required;
- a police certificate was provided, if required, as per regular temporary resident processes;
- a medical examination was completed, if required, as per regular temporary resident processes;
- the applicant has completed an IMM 5802 (Offer of Employment to Foreign National Exempt from a Labour Market Impact Assessment (LMIA)), has paid the employer compliance fee and included the fee receipt number in the required field in the form;
- the applicant has provide proof of funds for 52 weeks according to the LICO amount for their family.

If the processing office has any concern about whether the Commitment Certificate is genuine, the processing office can request confirmation from ~~CPC-O~~. The new contact is [IRCC.MontrealCaseProcessing-MontrealTraitementdeCas.IRCC@cic.gc.ca](mailto:IRCC.MontrealCaseProcessing-MontrealTraitementdeCas.IRCC@cic.gc.ca)

- Who enters the exemption LMIA code in GCMS? IPG or pre-assessor?

RESPONSE: The information is in the PDI: Employer-specific work permits with Labour Market Impact Assessment (LMIA) exemptions

## How the offer of employment is matched to the work permit application

The LMIA-exempt offer of employment status remains “pending” in the Global Case Management System (GCMS) until the work permit application is received. The linking of the offer (A#) and application is finalized by automatically matching the passport number and the citizenship.

**Note:** The validations in GCMS require an exact match of the passport number and citizenship information between the work permit application and the offer of employment. This includes hyphens, accents, spaces, capitalizations and numbers on all sets of documents.

Once they have been matched, the status of the offer of employment changes to “matched.” GCMS will then automatically populate the following fields and allocate the compliance fee:

- LMIA-exemption code
- Employer name
- Occupation title
- NOC code

If the applicant has provided a paper: IMM 5802 (Offer of Employment to Foreign National Exempt from a Labour Market Impact Assessment (LMIA)), has paid the employer compliance fee and included the fee receipt number in the required field in the form;

Then the instructions for Alternate submission [IMM 5802] (in the same PDI) should be used, in addition to the Coding provided in the Foreign workers: Work permits for start-up business class permanent resident visa applicants. Although you are processing SUV WPs, you need to refer to this PDI as it provides information that is useful when reviewing the WPs.

## How the work permit will be coded

The work permit will be issued under authority of subsection R205(a), and will be coded as follows:

- **Employer Name:** Name of the New Business as per the IMM 5802 Offer of Employment to a Foreign National Exempt from Labour Market Impact Assessment (LMIA)
- **Employment Location:** As per section 8.1 of the Commitment Certificate;
- **Validation Exemption Code:** A-75;
- **NOC:** 8888;
- **Intended Occupation:** Entrepreneur;
- **Case Type:** 20 Worker, NES;
- **Special Program Code:** “SUV” Start-up Visa;
- **Duration:** 12 months.

- Who allocates the compliance fees in GCMS? IPG or pre-assessor?

RESPONSE: See answer above regarding 'matched' offers with work permit applications. If the fee is not automatically allocated, then it is the processing office that has to do it – I provided instructions in my previous email.

- Because the CC/LS are not signed, how can we trust that document? Is IPG reviewing the CC/LS to ensure that is a genuine document?

RESPONSE: If an officer has concerns they should be following the instructions in the PDI to confirm that a Note has been entered in the Client Screen or contacting IRCC Montreal (see above answer with copy from PDI)

- Can we have contact information for each designated entity so we can, when needed, check the authenticity of the CC?

RESPONSE: No, if you have concerns contact IRCC Montreal (email provided above)

- I am still unclear about the form IMM 5802? If PAs have a CRA number, they do not need that form as they can use the employer portal. For these cases, we would see a true LMIA exemption code in the application. If they do not have a CRA account, PAs needs to submit IMM 5802 and GCMS will show A9999999 for the exemption code. Correct? If yes, where is the IMM 5802 located in GCMS?

RESPONSE: Yes, if an employer (please note that the applicant can also be their own employer because these are entrepreneurs) submits a LMIA-exempt offer through the Employer Portal and the work permit application is properly matched, the LMIA exemption code and other fields are auto-populated as per the above instructions. If an employer has received permission to use the IMM 5802 since they cannot use the Employer Portal, then the work permit applicant submits it with their application and it will show in 'Incoming Correspondence' if application submitted online. In addition, you should be reviewing the instructions in "Alternate Submission" for these cases.

- For Qc apps, applicants submit : "billet à terme" from Investissement Qc for \$800k. What does this mean ? And how can we check authenticity of document? One example:

RESPONSE: Quebec applicants are not eligible for the Start-up Business Visa Work Permit. Again, this info is clearly indicated in the PDI.

## Eligibility requirements

To be eligible for a Start-up Business Class Work Permit, the following requirements must be met:

- the applicant must intend to reside in a province or territory other than Quebec;
- an Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA) [IMM5802] has been completed by foreign national as 'self-employed' and the form and employer compliance fee have been submitted to IRCC;
- a Commitment Certificate must have been issued by a designated entity indicating that the work permit applicant is "essential" and there are urgent business reasons for the applicant's early entry to Canada (i.e. section 8.0 of the Commitment Certificate is completed);
- letter of support linked to a Commitment Certificate has been issued by a designated entity;
- the applicant must have sufficient funds to meet the low income cut off for their family size for 52 weeks.

Merci!

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



**From:** Rivera.Delmy <Delmy.Rivera@cic.gc.ca>

**Sent:** December 15, 2020 6:48 PM

**To:** -ANKRA -IM @international.gc.ca>; IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)

<IRCC.IPGADMINWorkerUnit-UnitédestrailleursADMINOPI.IRCC@cic.gc.ca>

**Cc:** -ANKRA -IM < @international.gc.ca>

**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi

I hope you're doing well. First, I wanted to let you know that this type of inquiry should be forwarded to the general Functional Guidance request mailbox which I have included below. The reason they must be sent to that inbox is that they track the request and route it to the appropriate unit. It is best to send different requests for different lines of business (i.e. Workers, PR applications etc.) as they are forwarded to appropriate section rather than going to one section first and then forwarded to another section to address questions about a different line of business.

IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC) <IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca>

From the information you have provided, it appears that the SUV WPs do not have the correct code. They are not under C11, they should A75 as per the guidance found here <http://cicintranet.ci.gc.ca/connexion/tools-outils/temp/work-travail/prov/business-affaires-eng.aspx> Below I have pasted the info that needs to be entered in the work permit. For SUV WPs there is no offer in the Employer Portal if they don't have a CRA number which means they can't create an account at the moment. The LMIA exemption number is A9999999 which is a generic number used when there is no account. There is an IMM 5802 which is used in place of the Employer Portal. There is a receipt number for the Compliance Fee in the IMM 5802 so you need to enter that receipt number. The payment number will then associate for the ECF.

The Commitment Certificate is an integral document for the SUV PR and WP. The CC should be signed as it is an agreement between the Designated Entity and the Applicant. I would recommend you request a signed CC, however, it is up to you as an officer to decide whether you want to request it or refuse/approve the application. There is no other way to confirm it other than having the actual copy in GCMS. Sometimes officers enter it in the notes or in the incoming correspondence or the client notes. You may want to refer to the SUV guidance found in this link as it contains additional information that is also useful.

<http://cicintranet.ci.gc.ca/connexion/tools-outils/perm/econ/startup-demarrage/assess-evaluation-eng.aspx>

**Employer Name:** Name of the New Business as per the IMM 5802 Offer of Employment to a Foreign National Exempt from Labour Market Impact Assessment (LMIA)

**Employment Location:** As per section 8.1 of the Commitment Certificate;

**Validation Exemption Code:** A-75;

**NOC:** 8888;

**Intended Occupation:** Entrepreneur;

**Case Type:** 20 Worker, NES;

**Special Program Code:** "SUV" Start-up Visa;

**Duration:** 12 months.

I hope this helps and if you have further questions, please forward them FG mailbox.

Regards,

Delmy Rivera

Senior Policy and Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada

[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca) / Tel:

Conseillère principale en politiques et programmes, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca) / Tél.:

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**From:** [redacted]@international.gc.ca [mailto:[redacted]@international.gc.ca]

**Sent:** December 15, 2020 2:10 AM

**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>;  
Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>

**Cc:** [redacted]@international.gc.ca

**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi Delmy, would it be possible to give us a timeline for you to answer our questions? Due to COVID, our WP inventory is now high and we want to blitz them.

However, many of C11 applications (start-up) do not seem to be completed by IPG (I might be wrong here as I am new at this).

Please advise, merci.

Migration Officer/Agent de la Migration

Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



**From:** -ANKRA -IM

**Sent:** December 11, 2020 11:35 AM

**To:** 'Samantha.Bergau@cic.gc.ca' <Samantha.Bergau@cic.gc.ca>; 'IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca' <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>; 'Delmy.Rivera@cic.gc.ca' <Delmy.Rivera@cic.gc.ca>

**Cc:** -ANKRA -IM · @international.gc.ca>

**Subject:** Start-Up apps - cannot approve, compliance fees not allocated

**Importance:** High

Good day, I am assessing these start-up applications (see below) as they showed in my MOD 1 as being ready to be assessed (review required). Most of them cannot be approved but one can. Some of the PAs still have outstanding fees (compliance fees).

I cannot approve this application as the LMIA exempt Offer of Employment has not been linked...and the compliance fees were still outstanding.

We allocated the fees but still, I cannot approve.

Samantha, as the compliance fees have not been paid, was a step skipped in the pre-assessment? Did the apps need to be approved first by IPG and then switched to "review required" for us to review?

Please help!



**Page 9**

**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**

## Coutu.Sebastien

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**From:** Rivera.Delmy  
**Sent:** Friday, December 11, 2020 11:11 AM  
**To:** Fajardo.Ernesto  
**Subject:** FW: Start-Up apps - cannot approve, compliance fees not allocated  
**Attachments:** RE: questions regarding about workers...  
  
**Importance:** High

Hi Ernesto:

How are you? I hope you're doing well.

I've received this and the attached chain of emails from [redacted] in Ankara. Initially the inquire was about C-10 and C-11 (see below), but client is applying under the SUV but the LMIA exemption code is incorrect. I think this should go to you (SPEC), and should also go through the FG inbox rather than our (worker) inbox.

Before I respond to [redacted] to tell her that I'm re-routing to SPEC, cc'ing the FG inbox, I want to confirm that this Q should go to you.

Let me know.

Take care!

Someone put in C11 when it should be A75. <http://cicintranet.ci.gc.ca/connexion/tools-outils/temp/work-travail/prov/business-affaires-eng.aspx> There is no offer in the Employer Portal if they don't have a CRA number which means they can't create an account at the moment. The LMIA exemption number is A9999999 which is a generic number we use when there is no account. There is an IMM 5802 which is used in place of the Employer Portal. They FN paid the offer of employment Employer Compliance Fee. There is receipt number in the IMM 5802 so [redacted] needs to enter the receipt number. The payment number will then associate for the ECF.

Delmy Rivera

Tel

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**From:** [redacted]@international.gc.ca [mailto:[redacted]@international.gc.ca]  
**Sent:** December 11, 2020 3:35 AM  
**To:** Bergau.Samantha ; IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) ; Rivera.Delmy  
**Cc:** [redacted]@international.gc.ca  
**Subject:** Start-Up apps - cannot approve, compliance fees not allocated  
**Importance:** High

Good day, I am assessing these start-up applications (see below) as they showed in my MOD 1 as being ready to be assessed (review required). Most of them cannot be approved but one can. Some of the PAs still have outstanding fees (compliance fees).

cannot approve this application as the LMIA exempt Offer of Employment has not been linked...and the compliance fees were still outstanding.

We allocated the fees but still, I cannot approve.

Samantha, as the compliance fees have not been paid, was a step skipped in the pre-assessment? Did the apps need to be approved first by IPG and then switched to “review required” for us to review?

Please help!

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



## Coutu.Sebastien

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**From:** Wiseman.Ruth  
**Sent:** Tuesday, January 26, 2021 8:39 AM  
**To:** CN HQ TR / RT AC RC (IRCC); Dib.Suzanne  
**Cc:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC); Babb.Marie; Rowe.Leslie; Coutu.Sebastien  
**Subject:** RE: DSC enquiry - refused SUV work permits

Hello CN (Jacqueline) –

We are in the process of updating the PDI and we are looking at updating the list in the Employer Portal / IMM 5802. However, at present officers should simply change the LMIA exemption code in the Work Permit application to A75. Also, **note that A75 is used for all Economic PR applicants not just SUV.**

This instruction is clear in the PDI on processing LMIA-exempt, employer specific work permits: [Employer-specific work permits with Labour Market Impact Assessment exemptions](#) in this section [Changes between the offer of employment and the work permit application](#) (copied below for ease of reference)

## Changes authorized for the processing officer without contact with the employer

Only the following may be changed by the processing officer without need to contact the employer:

- LMIA exemption codes:
  - The LMIA exemption code is automatically populated when the employer selects the LMIA exemption title from a drop-down menu in the Employer Portal.
  - At times, the employer selects the wrong LMIA exemption in error, but writes the correct explanation in their explanation of how the job meets the requirements of the exemption being requested.
  - Officers should first assess the explanation to ensure that it matches the LMIA exemption code selected.
  - If it does not, the information provided in the **Explanation of how the job meets the requirements of the exemption being requested** field should be used to determine the correct exemptions.

Officers should always be using this PDI in conjunction with the LMIA-exemption code specific PDI when processing.

In this case he “requirements Exemption met’ section states: is an entrepreneur and **Start-Up visa applicant** seeking to establish and operate his business in Canada along with his wife **He is e essential to the start-up of his business as per section 8.0 of the Commitment Certificate/Letter of Support** (emphasis added)

The officer erred in this decision by not following the instructions for LMIA-exempt, employer-specific WPs in addition to the instructions for C10 or A75.

IPG recommends that this application be re-opened and assessed as per Start-up business class permanent resident visa applicants (A75)

Regards,

Ruth Wiseman  
Telephone  
Senior Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

Télé  
Analyste principales, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

\*\*\*\*\*  
**From:** CN HQ TR / RT AC RC (IRCC)  
**Sent:** January 26, 2021 8:07 AM  
**To:** Dib.Suzanne ; Wiseman.Ruth  
**Cc:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) ; CN HQ TR / RT AC RC (IRCC)  
**Subject:** FW: DSC enquiry - refused SUV work permits

Good morning,

I was wondering if we could get some guidance on the below SUV question. This is a new LOB for me and I'm not sure how to proceed so reaching out to you.

Thank you,

Jacqueline Valdes

Program Advisor – TR Team, Centralized Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Jacqueline.Valdes@cic.gc.ca](mailto:Jacqueline.Valdes@cic.gc.ca) / Tel:

Conseiller en Programmes – équipe RT, Réseau centralisé  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Jacqueline.Valdes@cic.gc.ca](mailto:Jacqueline.Valdes@cic.gc.ca) / Tél.:

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**From:** Sauve.Carole  
**Sent:** January 25, 2021 5:21 PM  
**To:** CN HQ TR / RT AC RC (IRCC) <[IRCC.CNHQTR-RTACRC.IRCC@cic.gc.ca](mailto:IRCC.CNHQTR-RTACRC.IRCC@cic.gc.ca)>  
**Cc:** Frigon.Lawrence <[Lawrence.frigon@cic.gc.ca](mailto:Lawrence.frigon@cic.gc.ca)>; Tatarin.Richelle <[Richelle.Tatarin@cic.gc.ca](mailto:Richelle.Tatarin@cic.gc.ca)>; Palley.Holly <[Holly.Palley@cic.gc.ca](mailto:Holly.Palley@cic.gc.ca)>; Ewanchuk.Nathalie <[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca)>  
**Subject:** RE: DSC enquiry - refused SUV work permits

Hello Jacqueline:

I would think you should direct your question to IPG who could provide some clarity as the function authority perhaps. I would not be in a position to advise.

Carole Sauvé

Assistant Director – Domestic Network  
Program Delivery Coordination Unit – DGO  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Carole.Sauve@cic.gc.ca](mailto:Carole.Sauve@cic.gc.ca) / Mobile:

Directrice adjointe – Réseau national  
Unité de coordination de la livraison des programmes - BDG  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Carole.Sauve@cic.gc.ca](mailto:Carole.Sauve@cic.gc.ca) / Mobile:

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**From:** CN HQ TR / RT AC RC (IRCC)  
**Sent:** Monday, January 25, 2021 3:21 PM  
**To:** Sauve.Carole <[Carole.Sauve@cic.gc.ca](mailto:Carole.Sauve@cic.gc.ca)>  
**Cc:** Frigon.Lawrence <[Lawrence.frigon@cic.gc.ca](mailto:Lawrence.frigon@cic.gc.ca)>; Tatarin.Richelle <[Richelle.Tatarin@cic.gc.ca](mailto:Richelle.Tatarin@cic.gc.ca)>; Palley.Holly <[Holly.Palley@cic.gc.ca](mailto:Holly.Palley@cic.gc.ca)>; Ewanchuk.Nathalie <[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca)>; CN HQ TR / RT AC RC (IRCC) <[IRCC.CNHQTR-RTACRC.IRCC@cic.gc.ca](mailto:IRCC.CNHQTR-RTACRC.IRCC@cic.gc.ca)>  
**Subject:** FW: DSC enquiry - refused SUV work permits

Hello Carole,

We have received the below request from CPC-E, since it is not something that the CN works on I was hoping we could get some guidance on what to do, how to action or who to refer this to.

Please let me know if you have any questions.

Thank you kindly,

Jacqueline Valdes

Program Advisor – TR Team, Centralized Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Jacqueline.Valdes@cic.gc.ca](mailto:Jacqueline.Valdes@cic.gc.ca) / Tel:

Conseiller en Programmes – équipe RT, Réseau centralisé  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Jacqueline.Valdes@cic.gc.ca](mailto:Jacqueline.Valdes@cic.gc.ca) / Tél.:

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**From:** Ewanchuk.Nathalie  
**Sent:** January 18, 2021 9:47 AM  
**To:** CN HQ TR / RT AC RC (IRCC) <[IRCC.CNHQTR-RTACRC.IRCC@cic.gc.ca](mailto:IRCC.CNHQTR-RTACRC.IRCC@cic.gc.ca)>  
**Cc:** Frigon.Lawrence <[Lawrence.frigon@cic.gc.ca](mailto:Lawrence.frigon@cic.gc.ca)>; Tatarin.Richelle <[Richelle.Tatarin@cic.gc.ca](mailto:Richelle.Tatarin@cic.gc.ca)>; Palley.Holly <[Holly.Palley@cic.gc.ca](mailto:Holly.Palley@cic.gc.ca)>  
**Subject:** RE: DSC enquiry - refused SUV work permits  
**Importance:** High

Hi Jacqueline,

Holly has advised me to send this to you for your input/guidance.

We received the enquiry (see below) from Leslie Rowe Account Manager, Domestic Network in regards to processing of SUV (Start-up Visa) applications. The employers are completing the offers of employment which indicates LMIA exempt code C10 or C11 instead of the A75. The applications are being assessed under C10 & C11 which have different criteria and they are being refused. They are requesting that we assess them under A75 for SUV applicants and change the LMIA exemption code. I'm not sure if that is possible as the offer of employment is associated to the application and the information is uploaded into the WP. I would like your input before responding.

Thanks,

Nathalie Ewanchuk

A/Supervisor CSU Unit  
Case Processing Officer, Centralized Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca) / Tel:

Superviseur/PI Unité Service à la clientèle  
Agent à la prestation des services, Réseau centralisé



s.16(2)

s.19(1)

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca) / Tél.:

---

**From:** Tatarin.Richelle  
**Sent:** January 7, 2021 2:50 PM  
**To:** Ewanchuk.Nathalie <[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca)>  
**Subject:** RE: DSC enquiry - refused SUV work permits

You should discuss with Holly or send to CN – Jacqueline for guidance. I'm not sure what we can do.

Richelle Tatarin

Acting Operations Manager, Centralized Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Richelle.Tatarin@cic.gc.ca](mailto:Richelle.Tatarin@cic.gc.ca) / Tel:

pi Gestionnaire d'opérations, Réseau centralisé, Réseau centralisé  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Richelle.Tatarin@cic.gc.ca](mailto:Richelle.Tatarin@cic.gc.ca) / Tél.: !

---

**From:** Ewanchuk.Nathalie  
**Sent:** January 7, 2021 2:45 PM  
**To:** Tatarin.Richelle <[Richelle.Tatarin@cic.gc.ca](mailto:Richelle.Tatarin@cic.gc.ca)>  
**Subject:** FW: DSC enquiry - refused SUV work permits

Hi,

Did you get a chance to read this email? Tracy sent it to me. Do you have a minute to discuss how we should handle this?  
The client in # 1 applied under C10 and not A75 so how could we re-open and approve since the Offer of Employment was done under C10?

Thanks,

Nathalie Ewanchuk

A/Supervisor CSU Unit  
Case Processing Officer, Centralized Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca) / Tel:

Superviseur/PI Unité Service à la clientèle  
Agent à la prestation des services, Réseau centralisé

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca) / Tél.:

---

**From:** Moen.Tracy  
**Sent:** January 7, 2021 2:34 PM  
**To:** Ewanchuk.Nathalie <[Nathalie.Ewanchuk@cic.gc.ca](mailto:Nathalie.Ewanchuk@cic.gc.ca)>  
**Subject:** FW: DSC enquiry - refused SUV work permits

Hi Nathalie,

Please see email below, which was also CC'd to Richelle. This information may need to be shared with processors. This also goes to that exact sort of case that you and Simbi had.

Thanks,

**Tracy Moen**

*Client Service Unit, Centralized Network - CPC Edmonton  
Immigration, Refugees and Citizenship Canada  
[Tracy.Moen@cic.gc.ca](mailto:Tracy.Moen@cic.gc.ca) \*\*Telework\*\**

*Unité de service à la clientèle, Réseau Centralisé  
Immigration, Réfugiés et Citoyenneté Canada  
[Tracy.Moen@cic.gc.ca](mailto:Tracy.Moen@cic.gc.ca) \*\*Télétravail\*\**



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**From:** Rowe.Leslie  
**Sent:** January 7, 2021 2:14 PM  
**To:** CN CPCE Enquiries / Enquetes CTDE RC (IRCC) <[CPCEDMENO@cic.gc.ca](mailto:CPCEDMENO@cic.gc.ca)>  
**Cc:** Moen.Tracy <[Tracy.Moen@cic.gc.ca](mailto:Tracy.Moen@cic.gc.ca)>; Tatarin.Richelle <[Richelle.Tatarin@cic.gc.ca](mailto:Richelle.Tatarin@cic.gc.ca)>  
**Subject:** DSC enquiry - refused SUV work permits

Greetings and Happy New Year,

We are seeing some SUV work permits assessed and refused under C10, or C11. While they are supposed to be A75, our instructions are unclear and don't provide this option for applicants. I am currently working with IPG to update the options in the Employer Portal, and on the paper form IMM5802, as well as instruction guides for SUV work permit applicants. [Processing instructions](#) are being updated-for example, CPC-O no longer uploads the concerts into GCMS, but rather the Montreal office does, and they don't need the IMM5802 if applying online.

The SUV work permit instructions specifically direct applicants to select “significant benefit”

#### 4.1.3 Job details form

The first three fields will be pre-populated with the information you entered when you enrolled in the Employer Portal.

- **LMIA exemption title:** Select “**Significant benefit**” R205(a).
- **LMIA exemption code:** This field will be automatically populated.

<p><b>Box 21</b> – Title of LMIA exemption being requested.</p> <p>Select “Significant Benefit – R205(a)” (Box 22 will populate automatically).</p>
---

If they follow regular work permit instructions, only LMIA-exempt is required, and the Employer Portal options to get the LMIA-exempt offer of employment number don’t provide an SUV option.

Because of these discrepancies it seems SUV work permits are reviewed under C10 or C11, which have different criteria.

On behalf of the designated entities which are supporting these start-up visa applicants, I was wondering if it might be possible for officers to follow these guidelines in SUV cases and change the LMIA code to A75?

<http://cicintranet.ci.gc.ca/connexion/tools-outils/temp/work-travail/admissibility-admissibilite/specific-precis-eng.aspx#t9>

#### Changes authorized for the processing officer without contact with the employer

Only the following may be changed by the processing officer without need to contact the employer:

- **LMIA exemption codes:**
  - The LMIA exemption code is automatically populated when the employer selects the LMIA exemption title from a drop-down menu in the Employer Portal.
  - At times, the employer selects the wrong LMIA exemption in error, but writes the correct explanation in their explanation of how the job meets the requirements of the exemption being requested.
  - Officers should first assess the explanation to ensure that it matches the LMIA exemption code selected.
  - If it does not, the information provided in the **Explanation of how the job meets the requirements of the exemption being requested** field should be used to determine the correct exemptions.

In general, the Designated Entities have done due diligence in supporting the start-up visa applicants.

#### Case-specific question:

The Designated Entity \_\_\_\_\_ has brought these two cases to my attention. I’m wondering if #1 could be reconsidered, since it was an extension to an already approved SUV work permit?

1. \_\_\_\_\_ C10 refusal reasons, extension to SUV work permit
2. \_\_\_\_\_ C10 refusal reasons, ECF refund initiated, new ComCert requested and will reapply

I just wanted to bring these discrepancies to your attention as it is challenging to explain refusals to the Designated Entity as they have supported the candidate and completed due diligence on their start-up visa candidates, while our instructions are not clear for SUV applicants.

Please let me know if you have any questions or wish to discuss.

Regards,

Leslie Rowe  
Account Manager, Domestic Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
Cell :

Gestionnaire de compte, Réseau national  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

s.16(2)

## Coutu.Sebastien

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**From:** Rivera.Delmy  
**Sent:** Tuesday, February 16, 2021 2:59 PM  
**To:** Lee.Nancy  
**Subject:** RE: Entrepreneurs

That's good. Thanks  
Delmy Rivera  
Tel:

---

**From:** Lee.Nancy  
**Sent:** February 16, 2021 12:58 PM  
**To:** Rivera.Delmy ; Babb.Marie ; Dib.Suzanne  
**Subject:** RE: Entrepreneurs

Hi Delmy,

I spoke to Ruth and I'll go back to CBSA to see if they can accept SUV clients given there is a commitment certificate where section 8 indicates a need for them to be in Canada. The DE would also have to provide a letter indicating why they are here to do XYZ so like a contract.

Regards,  
Nancy

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**From:** Rivera.Delmy  
**Sent:** February 16, 2021 9:18 AM  
**To:** Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>; Babb.Marie <[Marie.Babb@cic.gc.ca](mailto:Marie.Babb@cic.gc.ca)>; Dib.Suzanne <[Suzanne.Dib@cic.gc.ca](mailto:Suzanne.Dib@cic.gc.ca)>  
**Subject:** RE: Entrepreneurs

Hi Nancy:

Perhaps this should be clarified for processing officers as well as for the public. If the incubator only "helps" the worker set up the business...is it considered non-discretionary travel?

It should be clarified for everyone's knowledge. I'm wondering if the SUV WP issued in error under A11 was issued by Ankara (related to the FG I got a while ago?)

Regards,  
Delmy Rivera  
Tel:

---

**From:** Lee.Nancy  
**Sent:** February 16, 2021 7:34 AM  
**To:** Babb.Marie <[Marie.Babb@cic.gc.ca](mailto:Marie.Babb@cic.gc.ca)>; Dib.Suzanne <[Suzanne.Dib@cic.gc.ca](mailto:Suzanne.Dib@cic.gc.ca)>; Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>; IRCC.F IPG Workers Unit / Unité

[Travailleurs OPI F.IRCC <IRCC.F.IPGWorkersUnit.UniteTravailleursOPI.IRCC@cic.gc.ca>](mailto:IRCC.F.IPGWorkersUnit.UniteTravailleursOPI.IRCC@cic.gc.ca)

**Subject:** RE: Entrepreneurs

Hi everyone,

Thanks for your comments.

CBSA provided guidance that if a business is not up and running, then travel to Canada is considered discretionary.

While the client meets one of the following exemption:

*3(1)(m) a person whose application for a work permit referred to in paragraph (l) was approved under the Immigration and Refugee Protection Act and who has received written notice of the approval but who has not yet been issued the permit*

The client still needs to demonstrate that his travel is non-discretionary. While, in general, work is considered non-discretionary, if his business is not operating, his travel will be considered discretionary.

For SUV clients, the business incubators are the ones who provide the commitment certificates and the work permit is used to help the client come to Canada where the incubator will help the client with their business plan/guide them to the next level, etc. In their eyes, it is essential the client comes to Canada.

Just saw a wp issued to a C11 applicant at Vancouver IA and from the notes, it doesn't appear the person is taking over an existing business but is supported by a designated entity. Looks like the client got lucky. The special program code used is SUV but the application is under C11 and there is a PR application in the system.

Regards,

Nancy

**From:** Babb.Marie

**Sent:** February 15, 2021 4:01 PM

**To:** Dib.Suzanne <[Suzanne.Dib@cic.gc.ca](mailto:Suzanne.Dib@cic.gc.ca)>; Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>; Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>; [IRCC.F.IPG Workers Unit / Unité Travailleurs OPI F.IRCC <IRCC.F.IPGWorkersUnit.UniteTravailleursOPI.IRCC@cic.gc.ca>](mailto:IRCC.F.IPGWorkersUnit.UniteTravailleursOPI.IRCC@cic.gc.ca)

**Subject:** RE: Entrepreneurs

Hi everyone,

The SUV PDI indicates that in order to be issued a SUV WP, the worker's Commitment Certificate must indicate they are "essential" and have urgent business reasons for their early entry into Canada. I don't see any indication in the PDI that the company needs to be up and running yet (perhaps I'm overlooking it) and applicants are allowed to submit their PR app without the company being incorporated yet (they just need to establish their intention to incorporate the business in Canada upon receipt of PR status).

Perhaps the worker's "urgent business reasons" could be related to work required leading up to getting the business ready to go. If they have this outlined in their business plan and commitment certificate, and they're not obviously prevented from doing this work due to COVID closures, maybe then they could establish an active job offer?

I agree with Suzanne though that we should consult on this.

Thanks!

Marie Babb (she/elle)

/A Program Advisor, Immigration Program Guidance

Immigration, Refugees and Citizenship Canada / Government of Canada

[Marie.Babb@cic.gc.ca](mailto:Marie.Babb@cic.gc.ca) / Tel:

Conseiller en programme /I, Orientation du programme d'immigration

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

Marie.Babb@cic.gc.ca / Tél.:

**From:** Dib.Suzanne

**Sent:** February 15, 2021 3:27 PM

**To:** Rivera.Delmy <Delmy.Rivera@cic.gc.ca>; Lee.Nancy <Nancy.Lee@cic.gc.ca>; IRCC.F IPG Workers Unit / Unité Travailleurs OPI F.IRCC <IRCC.IPGWorkersUnit-UniteTravailleursOPI.IRCC@cic.gc.ca>

**Subject:** RE: Entrepreneurs

Hi Nancy,

It's a catch 22 situation. How would the applicant be able to provide proof of an active job offer if they are the ER and the EE at the same time. The same applies to C11/self-employed applicants.

If the client provides proof of a business plan, would that be sufficient proof of an active job offer? I think we should seek clarification from IB and perhaps the CBSA on this.

Thanks,

Suzanne

Suzanne Dib

Senior Program Advisor, Immigration Program Guidance

Immigration, Refugees and Citizenship Canada / Government of Canada

Suzanne.Dib@cic.gc.ca / Tel:

Conseillère de programme principale, Orientation du programme d'immigration

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

Suzanne.Dib@cic.gc.ca / Tél.:

**From:** Rivera.Delmy

**Sent:** Monday, February 15, 2021 3:11 PM

**To:** Lee.Nancy <Nancy.Lee@cic.gc.ca>; IRCC.F IPG Workers Unit / Unité Travailleurs OPI F.IRCC <IRCC.IPGWorkersUnit-UniteTravailleursOPI.IRCC@cic.gc.ca>

**Subject:** RE: Entrepreneurs

Hi Nancy:

This is the issue I brought up before and I think it should be clarified since they "don't" have an established business so, they don't meet the OIC requirements as they don't have a "valid" job offer per se.

I think they should not be issued a Work Permit as they don't meet the requirement of having a job offer but I think this should be clarified in the COVID pages.

Accepting PR applications is ok as they are not going to be issued a PR visa right now.

Delmy Rivera

Tel:

**From:** Lee.Nancy

**Sent:** February 15, 2021 2:59 PM

**To:** IRCC.F IPG Workers Unit / Unité Travailleurs OPI F.IRCC <IRCC.IPGWorkersUnit-UniteTravailleursOPI.IRCC@cic.gc.ca>

**Subject:** Entrepreneurs

Hey everyone,

DSC just informed us of a SUV who was denied boarding by CBSA. In the GCMS notes for the client:

*Subject seeking entry to start up the business, to establish it. could not provide any documentation that it was up and running already. It was recommended to the airline to not board the subject, and to advise them to seek travel to Canada once the travel restrictions are lifted, or when they can provide information to prove their travel is non-discretionary.*

I had an exchange with SPEC about the SUV and apparently in many cases, the businesses don't exist and yet, we are still accepting PR applications.

The COVID Work permit PDI doesn't have an example regarding entrepreneurs who are coming to set up a business. The closest I could find is:

- A foreign national has a letter of introduction for an employer-specific work permit, holds a valid job offer and will be able to work once they enter Canada.

Should we even be accepting these types of applications where the applicant is coming to set up a business? It's really confusing for clients when we approve their application only to have them be turned back by CBSA. We could add a "warning" to our website and another example to the PDI.

Thoughts?

Happy to discuss.

Thanks,

Nancy Lee

Senior Program Advisor, Immigration Program Guidance

Immigration, Refugees and Citizenship Canada / Government of Canada

[Nancy.Lee@ci.gc.ca](mailto:Nancy.Lee@ci.gc.ca) / Tel:

Conseillère de programme principale, Orientation du programme d'immigration

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

[Nancy.Lee@ci.gc.ca](mailto:Nancy.Lee@ci.gc.ca) / Tél.:



**Coutu.Sebastien**

---

**From:** Rivera.Delmy  
**Sent:** Thursday, January 21, 2021 9:46 AM  
**To:** Rushton.Robin-Leah; Lee.Nancy; Wiseman.Ruth  
**Subject:** RE: Questions pre-check C10, C11, A75

Delmy Rivera  
Tel: .

---

**From:** Rushton.Robin-Leah  
**Sent:** January 21, 2021 9:44 AM  
**To:** Rivera.Delmy ; Lee.Nancy ; Wiseman.Ruth  
**Subject:** RE: Questions pre-check C10, C11, A75

Thanks Delmy.

Robin Rushton

Assistant Director – INOM, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Telework (Ontario): 7-3pm M-F*

Directrice adjointe - RIOM, Réseau international  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Télétravail (Ontario): 7-15h L-V*

---

**From:** Rivera.Delmy  
**Sent:** Thursday, January 21, 2021 9:43 AM

**To:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>; Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>; Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

It's the new (well, not so new!) for PRPD

Delmy Rivera  
Tel:

---

**From:** Rushton.Robin-Leah  
**Sent:** January 21, 2021 9:40 AM  
**To:** Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>; Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>; Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

What is SPEC

Robin Rushton

Assistant Director – INOM, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Telework (Ontario): 7-3pm M-F*

Directrice adjointe - RIOM, Réseau international  
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[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Télétravail (Ontario): 7-15h L-V*

---

**From:** Lee.Nancy  
**Sent:** Thursday, January 21, 2021 9:40 AM  
**To:** Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>; Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>; Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

I thought SPEC is involved since they are SUV cases?...

Regards,  
Nancy

---

**From:** Rivera.Delmy  
**Sent:** January 21, 2021 9:36 AM  
**To:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>; Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>  
**Cc:** Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

Yes, we are.

Delmy Rivera  
Tel:

---

**From:** Rushton.Robin-Leah  
**Sent:** January 21, 2021 9:35 AM  
**To:** Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>; Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>  
**Cc:** Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

Thanks Delmy. So we're all giving her the right info.

Robin Rushton

Assistant Director – INOM, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Telework (Ontario): 7-3pm M-F*

Directrice adjointe - RIOM, Réseau international  
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[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Télétravail (Ontario): 7-15h L-V*

---

**From:** Rivera.Delmy  
**Sent:** Thursday, January 21, 2021 9:34 AM  
**To:** Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>; Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>  
**Cc:** Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

Good morning:

Yes, we responded....Ruth was kind enough to copy each answer from the PDI, but all the info was in the PDIs. Nancy addressed the question about the exemption code for SUV cases as [redacted] was using the wrong code (C-11?) instead of A75.

I also consulted with SPEC about the SUV Commitment Certificate as [redacted] indicated it was not in the application but SPEC indicated it is part of the application and should have been included with the application.

Hope this helps!

Delmy Rivera  
Tel:

---

**From:** Wiseman.Ruth  
**Sent:** January 21, 2021 7:56 AM  
**To:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>  
**Cc:** Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>; Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>  
**Subject:** FW: Questions pre-check C10, C11, A75

Hi Robin – now that Nancy reminded me, we did get a similar question from [redacted] about Start-up Business Visa's. This was draft that I did for Delmy to respond to her.

I think I will ask her to provide IPG with a copy of her guidance once drafted to make sure it is correct 😊

Thanks,

Ruth Wiseman  
Telephone:  
Senior Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

Télé:  
Analyste principales, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

---

**From:** Lee.Nancy  
**Sent:** January 21, 2021 7:33 AM  
**To:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>; Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>; Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

Good morning everyone!

Delmy, didn't you receive a similar question from ?

Regards,  
Nancy

---

**From:** Rushton.Robin-Leah  
**Sent:** January 21, 2021 7:17 AM  
**To:** Lee.Nancy <[Nancy.Lee@cic.gc.ca](mailto:Nancy.Lee@cic.gc.ca)>; Wiseman.Ruth <[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)>  
**Subject:** FW: Questions pre-check C10, C11, A75

Hey

Robin Rushton

Assistant Director – INOM, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Telework (Ontario): 7-3pm M-F*

Directrice adjointe - RIOM, Réseau international  
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[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Télétravail (Ontario): 7-15h L-V*

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**From:** \_\_\_\_\_@international.gc.ca [mailto: \_\_\_\_\_@international.gc.ca]  
**Sent:** Thursday, January 21, 2021 4:48 AM  
**To:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>  
**Subject:** Re: Questions pre-check C10, C11, A75

Hi Leah, I am so thankful for ur help! I am under the impression that we (IRCC) enters the notes under the LMIA exemption for A75 cases as it is very technical and It seems to have a typo as CPCO is not issuing a commitment certificate.

s.17

IRCC Mtl deals with commitment certificates as we can ask them to confirm it's genuineness so I thought perhaps they do more.

Anyhoo, will continue to try to understand this process. Thanks for u help. You do not need to reply to this email. I know we are busy enough as it is!!! Bonne jeudi!

Sent from my iPhone

On Jan 20, 2021, at 5:33 PM, Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)> wrote:

Hey – screenshots attached of the Employer Portal.

Robin Rushton

Assistant Director – INOM, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Telework (Ontario): 7-3pm M-F*

Directrice adjointe - RIOM, Réseau international  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Télétravail (Ontario): 7-15h L-V*

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**From:** Rushton.Robin-Leah

**Sent:** Wednesday, January 20, 2021 9:16 AM

**To:** @international.gc.ca' <[@international.gc.ca](mailto:@international.gc.ca)>

**Cc:** Francoeur.Sebastien <[Sebastien.Francoeur@cic.gc.ca](mailto:Sebastien.Francoeur@cic.gc.ca)>; IN INOM / OMRI RI (IRCC) <[IRCC.ININOM-OMIRI.IRCC@cic.gc.ca](mailto:IRCC.ININOM-OMIRI.IRCC@cic.gc.ca)>

**Subject:** RE: Questions pre-check C10, C11, A75

Hi

As mentioned below, it is the employer that completes the information in the LMIA-Exempt tab (<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/employer-portal/user-guide.html#s04.3>). For the "Requirements Exemptions Met" field in particular, the employer is supposed to explain how the job/situation meets the requirements.

For my own knowledge, why did you think it was IRCC Montreal (which is a local office (Domestic Network), and not the Client Support Centre (Client Experience Branch))?

I am waiting on screenshots of the Employer Portal flow. Once received, I will flip them to you.

s.17  
s.19(1)

Regards,

Robin Rushton

Assistant Director – INOM, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Telework (Ontario): 7-3pm M-F*

Directrice adjointe - RIOM, Réseau international  
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[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Télétravail (Ontario): 7-15h L-V*

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**From:** [@international.gc.ca](mailto:@international.gc.ca) [mailto:[@international.gc.ca](mailto:@international.gc.ca)]  
**Sent:** Wednesday, January 20, 2021 8:21 AM  
**To:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>  
**Cc:** Francoeur.Sebastien <[Sebastien.Francoeur@cic.gc.ca](mailto:Sebastien.Francoeur@cic.gc.ca)>; IN INOM / OMRI RI (IRCC) <[IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca](mailto:IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca)>  
**Subject:** RE: Questions pre-check C10, C11, A75

Hi Leah, this is good to know.

Would you know who enters these notes or ask who does?

1. Applicant is applying for a Start-Up Visa as an entrepreneur seeking to establish / operate a business in Canada and is essential to the start-up of the business;
2. Applicant intends to reside in a province or territory other than Quebec (British Columbia);
3. Applicant has received a Letter of Support from a designated business organization
4. A Commitment Certificate has been issued by CPC- Ottawa by the designated business organization and
5. Applicant has adequate funds to settle and provide for the cost of living prior to earning an income.

**Ex:** [start-up](#)

It cannot be the client. I thought it was us in Ankara but no. Perhaps Mtl IRCC?

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration

s.17  
s.19(1)

Canadian Embassy in Turkey/Ambassade du Canada en Turquie



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**From:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>

**Sent:** January 20, 2021 3:59 PM

**To:** -ANKRA -IM <[@international.gc.ca](mailto:@international.gc.ca)>

**Cc:** Francoeur.Sebastien <[Sebastien.Francoeur@cic.gc.ca](mailto:Sebastien.Francoeur@cic.gc.ca)>; IN INOM / OMRI RI (IRCC) <[IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca](mailto:IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca)>

**Subject:** RE: Questions pre-check C10, C11, A75

Hi

Unfortunately, I am not responsible for the content of the pre-check SOPs for the RROC. The RROC itself is responsible for their own content. With that being said, I can certainly ask the question to them on your behalf, if you'd like.

However, based on my understanding, it is the employer who completes the LMIA-exempt details (including how the prospective employee meets the LMIA-exemption) via the Employer Portal. So, to more specifically answer your question, the employer entered the information in the *Requirements Exemption Met* field.

Please let me know if the above is helpful or if you require additional information.

Regards,

Robin Rushton

Assistant Director – INOM, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Telework (Ontario): 7-3pm M-F*

Directrice adjointe - RIOM, Réseau international  
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[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)  
*Télétravail (Ontario): 7-15h L-V*

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**From:** Francoeur.Sebastien

**Sent:** Wednesday, January 20, 2021 7:44 AM

**To:** Rushton.Robin-Leah <[Robin-Leah.Rushton@cic.gc.ca](mailto:Robin-Leah.Rushton@cic.gc.ca)>

**Cc:** [@international.gc.ca](mailto:@international.gc.ca) · [@international.gc.ca](mailto:@international.gc.ca)

**Subject:** RE: Questions pre-check C10, C11, A75



s.16(2)

s.17

Good morning Robin – Please see question from I in Ankara below.  
Thanks,

Sebastien Francoeur

Director, Rapid Response Operations Centre, International Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Sebastien.Francoeur@cic.gc.ca](mailto:Sebastien.Francoeur@cic.gc.ca) / Tel:

Directeur, Centre des opérations, Réseau international  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Sebastien.Francoeur@cic.gc.ca](mailto:Sebastien.Francoeur@cic.gc.ca) / Tél.

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**From:** @international.gc.ca [mailto: @international.gc.ca]  
**Sent:** January 20, 2021 6:41 AM  
**To:** Francoeur.Sebastien <[Sebastien.Francoeur@cic.gc.ca](mailto:Sebastien.Francoeur@cic.gc.ca)>  
**Subject:** FW: Questions pre-check C10, C11, A75

Salut Sébastien, super désolée de te déranger de nouveau. Le courriel de Leah ne fonctionne plus/pas. Peux-tu lui envoyer mon courriel ou l'envoyer à la personne qui s'occupe des « pre check » pour les demandes C10, C11 et A75 (si possible) ?

Merci !

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



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**From** ANKRA -IM  
**Sent:** January 20, 2021 2:37 PM  
**To:** 'Leah.Rushton@cic.gc.ca' <[Leah.Rushton@cic.gc.ca](mailto:Leah.Rushton@cic.gc.ca)>  
**Subject:** Questions pre-check C10, C11, A75

Salut Leah, hope all is good on your side.

Sebastien gave me your name for possible questions RROC pre checks. Hope it is ok to contact you directly.

I am trying to develop pre assessment SOPs for our LES for our C10, C11 and A74 applications...and I find it super complicated!

s.19(1)

Can you tell me if it is your office that enters info in “requirements exemptions met”? ex:

Thanks for letting. A+!

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



## Coutu.Sebastien

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**From:** Rivera.Delmy  
**Sent:** Monday, December 14, 2020 4:20 PM  
**To:** Fajardo.Ernesto  
**Subject:** RE: questions regarding about workers...

Hi Ernesto...thanks!  
Can I give you a quick call?  
Delmy Rivera  
Tel:

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**From:** Fajardo.Ernesto  
**Sent:** December 14, 2020 4:04 PM  
**To:** Rivera.Delmy  
**Subject:** RE: questions regarding about workers...

Answers:

Thanks, so why was this one not signed? If it wasn't, why was it attached in GCMS? Also, can you address her other Q

- They must have forgotten to sign it (?) ... why they attached in GCMS?, officers that get it are not training to look at any details of the form they just attached, it would be the PR SUV officer that would normally request a one, not sure that a WP should be issued if the CC is not signed. I would advice no.

One last question: do you have a contact at Investissement Québec (immigrants investisseurs)? Leurs bureaux ouvrent qd notre bureau ferme...

- Unfortunately, no i dont .

Hope this helps,  
Ernesto Fajardo

Senior Policy and Program Advisor, Immigration Program Guidance  
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Analyste principal en politiques et programmes, Orientation du programme d'immigration  
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[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca) / Tél.:

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**From:** Rivera.Delmy  
**Sent:** Monday, December 14, 2020 3:47 PM

s.16(2)

**To:** Fajardo.Ernesto <[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca)>

**Subject:** RE: questions regarding about workers...

Hi Ernesto:

Thanks, so why was this one not signed? If it wasn't, why was it attached in GCMS? Also, can you address her other Q?

One last question: do you have a contact at Investissement Québec (immigrants investisseurs)? Leurs bureaux ouvrent qd notre bureau ferme...

Thanks !

Delmy Rivera

Tel:

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**From:** Fajardo.Ernesto

**Sent:** December 14, 2020 3:28 PM

**To:** Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>

**Subject:** RE: questions regarding about workers...

Hey Hi,

So for:

Is there a way for us to confirm that a start-up designated entity issued a CC and letter of support to applicants. The commitment certificate is not signed and sometimes, PA does not include the agreement between incubator and PA.

There is no other way to confirm it other than having the actually copy in GCMS. Sometimes officers enter it in the notes...that one was received. Sometimes is just entered in the incoming correspondence or the client notes. The CC is an essential part of the PR and the WP SUV option. It's not normal having the CC not signed, It has to be signed, it's an agreement between the Designated Entity and the Applicant that they sign for us ( IRCC). Besides looking in GCMS there is no other way. We don't confirm that with the designated entities.

Hope this helps, let me know

Regards,

Ernesto Fajardo

Senior Policy and Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca) / Tel:

Analyste principal en politiques et programmes, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca) / Tél.:

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**From:** Rivera.Delmy

**Sent:** Monday, December 14, 2020 2:15 PM

**To:** Fajardo.Ernesto <[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca)>

**Subject:** FW: questions regarding about workers...

Hi Ernesto:

This is the Q that was for you. It was attached to the email I sent you.

I will deal with the WP issues, but as far as the Q below, do you have any input? Are you able to address the issue about the commitment certificate not being signed? Is this normal?

Let me know.

Cheers.

Delmy Rivera

Tel:

s.16(2)

s.17

s.19(1)

s.20(1)(b)

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**From:** @international.gc.ca [mailto: @international.gc.ca]

**Sent:** December 11, 2020 1:48 AM

**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>;

Rivera.Delmy <Delmy.Rivera@cic.gc.ca>

**Subject:** RE: questions regarding about workers...

Actually, one last question.

Is there a way for us to confirm that a start-up designated entity issued a CC and letter of support to applicants. The commitment certificate is not signed and sometimes, PA does not include the agreement between incubator and PA.

Example: I have a dozen applications from

Thanks!

Migration Officer/Agent de la Migration

Migration Section/Section de la Migration

Canadian Embassy in Turkey/Ambassade du Canada en Turquie



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**From:**

**Sent:** December 10, 2020 3:21 PM

**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>;

Rivera.Delmy <Delmy.Rivera@cic.gc.ca>

**Subject:** RE: questions regarding about workers...

One last question: do you have a contact at Investissement Québec (immigrants investisseurs)? Leurs bureaux ouvrent qd notre bureau ferme...

PA has a « billet à terme » issued by them and I want to be able to confirm whether it is genuine.

Merci!

Migration Officer/Agent de la Migration

Migration Section/Section de la Migration

Canadian Embassy in Turkey/Ambassade du Canada en Turquie



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**From:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>

**Sent:** December 9, 2020 4:43 PM

**To:** -ANKRA -IM · @international.gc.ca>; Rivera.Delmy <Delmy.Rivera@cic.gc.ca>

**Cc:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>

**Subject:** RE: questions regarding about workers...

Good morning,

Thank you for reaching out to the Workers Admin Mailbox.  
 I'm looping in one of our advisor Delmy Rivera to answer all your questions below.  
 Thank you,  
 Emma Sapon

Administrative Assistant, Immigration Program Guidance  
 Immigration, Refugees and Citizenship Canada / Government of Canada  
[Emma.Sapon@ic.gc.ca](mailto:Emma.Sapon@ic.gc.ca) / Tel: 613-290-5433

Adjointe Administratif, Orientation du programme d'immigration  
 Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Emma.Sapon@ic.gc.ca](mailto:Emma.Sapon@ic.gc.ca) / Tél.: 613-290-5433

**From:** @international.gc.ca [mailto: @international.gc.ca]  
**Sent:** December 9, 2020 12:24 AM  
**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <[IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@ic.gc.ca](mailto:IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@ic.gc.ca)>  
**Subject:** questions regarding about workers...

Bonjour,  
 J'essaie de mieux comprendre la procédure qui se passe avant qu'une personne soumette un permis de travail...  
 I will continue in English so that I can share the information you will provide to my colleagues.  
 I am interested to better understand the process prior to the WP application by a C10/C11 applicants.  
 I read online that:

*Before you submit your work permit application, you must:*

- *submit an offer of employment to Immigration, Refugees and Citizenship Canada,*
- *pay a \$230 employer compliance fee, and*
- *get an offer of employment number.*

#### ***Work permit processing instructions for temporary residence applicants***

*To be eligible, a foreign national must*

- *have received either*
  - *an offer of employment number, or*
  - *authorization by the Immigration Program Guidance Branch (IPG) to submit the "Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)" form [IMM 5802] (see Employer-specific work permits with Labour Market Impact Assessment exemptions for details);*
- *have paid the employer compliance fee (self-employed persons are considered their own employer and must therefore pay the employer compliance fee); and*
- *have submitted an application for a work permit.*

**Note:** The IMM 5802 form is authorized only in rare situations or for foreign companies that do not yet have a Canada Revenue Agency (CRA) number.

Instructions are available in the Employer Portal enrollment guide.

The processing office will do the following:

- Confirm that the receipt number for the employer compliance fee is valid or that the employer has indicated a fee exemption. This information is captured separately from the work permit processing fee information in the “Fees” view tab in the Global Case Management System (GCMS).
- Confirm that the IPG has entered a “Client Note” on the “Client” screen indicating that the employer has been authorized to use the “Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)” form [IMM 5802] for the specific foreign national.
- Review the information in the “Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)” form [IMM 5802].

So my questions to you:

- I am confused about the form IMM 5802: when is it used and when it is not? When it is not used, what replaces it?
- Is the IMM5802 saved in GCMS? If yes, where is it? I am asked (as the processing officer) to review the IMM5802...what do I need to review?
- The offer of employment number....is this number located here in GCMS?

Work Permit

Exemption Code:		Applica
NOC:		
Intended Occupation:		
Salary (CAD):		465
LMIA/LMIA Exempt:		465
Employer:		
Type of Care:		
# Requiring Care:		

- Who issues the employment number, you or ESDC?
- For the compliance fees, how do I know that it has been paid? Is it under the “Fees” tab in the WP application?
- How do I check that: *Confirm that the receipt number for the employer compliance fee is valid or that the employer has indicated a fee exemption?*
- What are the possible fee exemption?
- Where do we see your notes in GCMS? In the UCI notes?

Merci beaucoup!

Migration Officer/Agent de la Migration  
 Migration Section/Section de la Migration

## Canadian Embassy in Turkey/Ambassade du Canada en Turquie





## Coutu.Sebastien

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**From:** Wiseman.Ruth  
**Sent:** Wednesday, December 16, 2020 12:03 PM  
**To:** Rivera.Delmy; Babb.Marie  
**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Marie – see my question to Delmy below about Quebec – did that change?

Hi Delmy – here are some draft answers. Just a note – Marie Babb was updating the Start Up visa PDI, we need to confirm if Quebec applicants are allowed into the program now. I know that initially they were not but why would Ankara be receiving WP apps for them when it is clear that they are not eligible.

To confirm, here are our questions:

- Who at IPG review the employer part of the WP (i.e. before a WP can be submitted) and what do they do exactly and where do they put their notes in GCMS? Can we talk to these folks directly?

RESPONSE: As per the PDI: Employer-specific work permits with Labour Market Impact Assessment exemptions there is no review of LMIA-exempt Offers of employment. You must follow the instruction in this general PDI AND in the Start-up Business Visa work permit PDI.

## Work permit application

The work permit application is the second step in the employer compliance regime. It is important for the officer to review the offer of employment to ensure that it is complete and genuine, that the employer is not ineligible to hire foreign workers, that the main duties described align with the NOC and that the foreign national actually meets the requirements defined in the job details.

**Important:** The offer of employment information submitted by the employer is not vetted or verified by any section of IRCC before work permit application processing.

For the Work permit for a Foreign workers: Work permits for start-up business class permanent resident visa applicants The officer should be following the additional instruction

The processing office will confirm that:

- the work permit application is accompanied by the Letter of Support;
- a note in the Client tab in GCMS confirms that a Commitment Certificate exists;
- the commitment certificate indicates that the applicant is “essential” and that a work permit is required;
- a police certificate was provided, if required, as per regular temporary resident processes;
- a medical examination was completed, if required, as per regular temporary resident processes;
- the applicant has completed an IMM 5802 (Offer of Employment to Foreign National Exempt from a Labour Market Impact Assessment (LMIA)), has paid the employer compliance fee and included the fee receipt number in the required field in the form;
- the applicant has provide proof of funds for 52 weeks according to the LICO amount for their family.

If the processing office has any concern about whether the Commitment Certificate is genuine, the processing office can request confirmation from ~~CPC-O~~. The new contact is [IRCC.MontrealCaseProcessing-MontrealTraitementdeCas.IRCC@cic.gc.ca](mailto:IRCC.MontrealCaseProcessing-MontrealTraitementdeCas.IRCC@cic.gc.ca)

- Who enters the exemption LMIA code in GCMS? IPG or pre-assessor?

RESPONSE: This information is again in the PDI: [Employer-specific work permits with Labour Market Impact Assessment \(LMIA\) exemptions](#)

## How the offer of employment is matched to the work permit application

The LMIA-exempt offer of employment status remains “pending” in the Global Case Management System (GCMS) until the work permit application is received. The linking of the offer (A#) and application is finalized by automatically matching the passport number and the citizenship.

**Note:** The validations in GCMS require an exact match of the passport number and citizenship information between the work permit application and the offer of employment. This includes hyphens, accents, spaces, capitalizations and numbers on all sets of documents.

Once they have been matched, the status of the offer of employment changes to “matched.” GCMS will then automatically populate the following fields and allocate the compliance fee:

- LMIA-exemption code
- Employer name
- Occupation title
- NOC code

If the applicant has provided a paper: IMM 5802 (Offer of Employment to Foreign National Exempt from a Labour Market Impact Assessment (LMIA), has paid the employer compliance fee and included the fee receipt number in the required field in the form;

Then the instructions for Alternate submission [IMM 5802] (in the same PDI) should be used, in addition to the Coding provided in the Foreign workers: Work permits for start-up business class permanent resident visa applicants

## How the work permit will be coded

The work permit will be issued under authority of subsection R205(a), and will be coded as follows:

- **Employer Name:** Name of the New Business as per the IMM 5802 Offer of Employment to a Foreign National Exempt from Labour Market Impact Assessment (LMIA)
- **Employment Location:** As per section 8.1 of the Commitment Certificate;
- **Validation Exemption Code:** A-75;
- **NOC:** 8888;
- **Intended Occupation:** Entrepreneur;
- **Case Type:** 20 Worker, NES;
- **Special Program Code:** “SUV” Start-up Visa;
- **Duration:** 12 months.

If no medical examination has been completed, the processing office must impose the following conditions:

- Not authorized to work in childcare, primary/secondary school teachings, or health service field occupations; and
- Not authorized to work in agricultural occupations (designated countries only).

- Who allocates the compliance fees in GCMS? IPG or pre-assessor?  
RESPONSE: See answer above regarding 'matched' offers with work permit applications. If the fee is not automatically allocated, then it is the processing office.
- Because the CC/LS are not signed, how can we trust that document? Is IPG reviewing the CC/LS to ensure that is a genuine document?  
RESPONSE: If an officer has concerns they should be following the instructions in the PDI to confirm that a Note has been entered in the Client Screen or contacting IRCC Montreal (see above answer with copy from PDI)
- Can we have contact information for each designated entity so we can, when needed, check the authenticity of the CC?  
RESPONSE: No, if you have concerns contact IRCC Montreal as per the program delivery instructions
- I am still unclear about the form IMM 5802? If PAs have a CRA number, they do not need that form as they can use the employer portal. For these cases, we would see a true LMIA exemption code in the application. If they do not have a CRA account, PAs needs to submit IMM 5802 and GCMS will show A9999999 for the exemption code. Correct? If yes, where is the IMM 5802 located in GCMS?  
RESPONSE: Yes, if an employer (please note that the applicant can also be their own employer because these are entrepreneurs) submits a LMIA-exempt offer through the Employer Portal and the work permit application is properly matched, the LMIA exemption code and other fields are auto-populated as per the above instructions. If an employer has received permission to use the IMM 5802 since they can not use the Employer Portal, then the work permit applicant submits it with their application and it will show in 'Incoming Correspondence' if application submitted online. In addition, you should be reviewing the instructions in "Alternate Submission" for these cases.
- For Qc apps, applicants submit "billet à terme" from Investissement Qc for \$800k. What does this mean? And how can we check authenticity of document? One example:  
RESPONSE: Quebec applicants are not eligible for the Start-up Business Visa Work Permit

## Eligibility requirements

To be eligible for a Start-up Business Class Work Permit, the following requirements must be met:

- the applicant must intend to reside in a province or territory other than Quebec;

- an Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA) [IMM5802] has been completed by foreign national as ‘self-employed’ and the form and employer compliance fee have been submitted to IRCC;
- a Commitment Certificate must have been issued by a designated entity indicating that the work permit applicant is “essential” and there are urgent business reasons for the applicant’s early entry to Canada (i.e. section 8.0 of the Commitment Certificate is completed);
- letter of support linked to a Commitment Certificate has been issued by a designated entity;
- the applicant must have sufficient funds to meet the low income cut off for their family size for 52 weeks.

s.16(2)

s.17

s.19(1)

Ruth Wiseman

Telephone:

Senior Program Advisor, Immigration Program Guidance

Immigration, Refugees and Citizenship Canada / Government of Canada

[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

Télé:

Analyste principales, Orientation du programme d’immigration

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

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**From:** [@international.gc.ca](mailto:@international.gc.ca) [mailto:[@international.gc.ca](mailto:@international.gc.ca)]

**Sent:** December 16, 2020 1:01 AM

**To:** Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>; IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC) <[IRCC.IPGFunctionalGuidance@OrientationFonctionnelleOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGFunctionalGuidance@OrientationFonctionnelleOPI.IRCC@cic.gc.ca)>

**Cc:** [@international.gc.ca](mailto:@international.gc.ca); IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <[IRCC.IPGADMINWorkerUnit@UnitedestravailleursADMINOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGADMINWorkerUnit@UnitedestravailleursADMINOPI.IRCC@cic.gc.ca)>

**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi Delmy and IPG functional guidance box,

\*\*IPG: this is an urgent request as we are trying to eliminate our current WP inventory and we believe the apps may be wrongly “built” in GCMS (wrong code, LMIA exemption code, etc)\*\*

Thank you so much for your email. I think a vast majority of SUV WPs are coded C10 or C11 (I thought C11 was the correct exemption), not A75. I must say also that none of the commitment certificates (CC) that I processed are signed. Actually when I look at the form, I do not see signature blocks for designated entities and PAs. Hence why we were asking for a way to confirm the CC directly with the designated entity.

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As per the PDI, The processing office will do the following:

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- Review the information in the “Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)” form [IMM 5802].

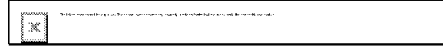
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- Who at IPG review the employer part of the WP (i.e. before a WP can be submitted) and what do they do exactly and where do they put their notes in GCMS? Can we talk to these folks directly?
- Who enters the exemption LMIA code in GCMS? IPG or pre-assessor?
- Who allocates the compliance fees in GCMS? IPG or pre-assessor?
- Because the CC/LS are not signed, how can we trust that document? Is IPG reviewing the CC/LS to ensure that is a genuine document?
- Can we have contact information for each designated entity so we can, when needed, check the authenticity of the CC?
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- For Qc apps, applicants submit : “billet à terme” from Investissement Qc for \$800k. What does this mean ? And how can we check authenticity of document? One example:

Merci!

s.17

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



---

**From:** Rivera.Delmy <Delmy.Rivera@cic.gc.ca>

**Sent:** December 15, 2020 6:48 PM

**To:** -ANKRA -IM <@international.gc.ca>; IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-UnitédestravailleurADMINOPI.IRCC@cic.gc.ca>

**Cc:** -ANKRA -IM <@international.gc.ca>

**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi

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[IPG Functional Guidance / Orientation Fonctionnelle OPI \(IRCC\) <IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca>](mailto:IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca)

From the information you have provided, it appears that the SUV WPs do not have the correct code. They are not under C11, they should A75 as per the guidance found here <http://cicintranet.ci.gc.ca/connexion/tools-outils/temp/work-travail/prov/business-affaires-eng.aspx> Below I have pasted the info that needs to be entered in the work permit. For SUV WPs there is no offer in the Employer Portal if they don't have a CRA number which means they can't create an account at the moment. The LMIA exemption number is A9999999 which is a generic number used when there is no account. There is an IMM 5802 which is used in place of the Employer Portal. There is a receipt number for the Compliance Fee in the IMM 5802 so you need to enter that receipt number. The payment number will then associate for the ECF.

The Commitment Certificate is an integral document for the SUV PR and WP. The CC should be signed as it is an agreement between the Designated Entity and the Applicant. I would recommend you request a signed CC, however, it is up to you as an officer to decide whether you want to request it or refuse/approve the application. There is no other way to confirm it other than having the actual copy in GCMS. Sometimes officers enter it in the notes or in the incoming correspondence or the client notes. You may want to refer to the SUV guidance found in this link as it contains additional information that is also useful. <http://cicintranet.ci.gc.ca/connexion/tools-outils/perm/econ/startup-demarrage/assess-evaluation-eng.aspx>

**Employer Name:** Name of the New Business as per the IMM 5802 Offer of Employment to a Foreign National Exempt from Labour Market Impact Assessment (LMIA)

s.16(2)

s.17

**Employment Location:** As per section 8.1 of the Commitment Certificate;

**Validation Exemption Code:** A-75;

**NOC:** 8888;

**Intended Occupation:** Entrepreneur;

**Case Type:** 20 Worker, NES;

**Special Program Code:** "SUV" Start-up Visa;

**Duration:** 12 months.

I hope this helps and if you have further questions, please forward them FG mailbox.

Regards,

Delmy Rivera

Senior Policy and Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca) / Tel

Conseillère principale en politiques et programmes, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca) / Tél.:

---

**From:** [@international.gc.ca](mailto:@international.gc.ca) [mailto: [@international.gc.ca](mailto:@international.gc.ca)]

**Sent:** December 15, 2020 2:10 AM

**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <[IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca)>;

Rivera.Delmy <[Delmy.Rivera@cic.gc.ca](mailto:Delmy.Rivera@cic.gc.ca)>

**Cc** [@international.gc.ca](mailto:@international.gc.ca)

**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated



Hi Delmy, would it be possible to give us a timeline for you to answer our questions? Due to COVID, our WP inventory is now high and we want to blitz them. However, many of C11 applications (start-up) do not seem to be completed by IPG (I might be wrong here as I am new at this).

Please advise, merci.

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



---

**From:** ANKRA -IM  
**Sent:** December 11, 2020 11:35 AM  
**To:** 'Samantha.Bergau@cic.gc.ca' <Samantha.Bergau@cic.gc.ca>; 'IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca' <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>; 'Delmy.Rivera@cic.gc.ca' <Delmy.Rivera@cic.gc.ca>  
**Cc:** -ANKRA -IM <@international.gc.ca>  
**Subject:** Start-Up apps - cannot approve, compliance fees not allocated  
**Importance:** High

Good day, I am assessing these start-up applications (see below) as they showed in my MOD 1 as being ready to be assessed (review required). Most of them cannot be approved but one can. Some of the PAs still have outstanding fees (compliance fees).

cannot approve this application as the LMIA exempt Offer of Employment has not been linked...and the compliance fees were still outstanding. We allocated the fees but still, I cannot approve.

Samantha, as the compliance fees have not been paid, was a step skipped in the pre-assessment? Did the apps need to be approved first by IPG and then switched to "review required" for us to review?

Please help!

**Page 50**

**is withheld pursuant to section  
est retenue en vertu de l'article**

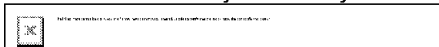
**19(1)**

**of the Access to Information Act  
de la Loi sur l'accès à l'information**

Not on CC with other applicants. CEO of the cie CBSA. PA is part of another CC (with 4 other applicants - all WP approved, PR submitted).

No confirmation that PA can speak English. Info request sent (updated CC, IELTS).

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



**Coutu.Sebastien**

---

**From:** Rivera.Delmy  
**Sent:** Wednesday, December 16, 2020 1:33 PM  
**To:** @international.gc.ca; IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC)  
**Cc:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)  
**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi

All of the info can be found in the PDIs I sent you yesterday, but I have provided specific responses to your questions below for ease of reference.

FG inbox: Please create a tracking number and close this FG. Thanks.

Regards,

Delmy Rivera  
Tel:

---

**From:** @international.gc.ca [mailto: @international.gc.ca]  
**Sent:** December 16, 2020 1:01 AM  
**To:** Rivera.Delmy ; IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC)  
**Cc:** @international.gc.ca; IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)  
**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi Delmy and IPG functional guidance box,

\*\*IPG: this is an urgent request as we are trying to eliminate our current WP inventory and we believe the apps may be wrongly "built" in GCMS (wrong code, LMIA exemption code, etc)\*\*

Thank you so much for your email. I think a vast majority of SUV WPs are coded C10 or C11 (I thought C11 was the correct exemption), not A75. I must say also that none of the commitment certificates (CC) that I processed are signed. Actually when I look at the form, I do not see signature blocks for designated entities and PAs. Hence why we were asking for a way to confirm the CC directly with the designated entity.

I thought (when reading the PDI) that IPG was checking the commitment certificate, accepting the fees, etc and putting a note in GCMS: isn't the case? No, IPG (Immigration Program Guidance) does not process cases. Our Branch only provides guidance. The processing networks (IN, DN and CN) process applications (screening, assessing and decision-making). Would recommend reviewing the work permit PDIs as they provide all the necessary information you need in order to process work permits.

For your info, we are in the process of updating the SUV work permit PDI – but the changes will be minor. The update will reflect changes to the office responsible for assessing the Commitment Certificate and updating the GCMS notes. I am providing the new contact below. The updates should be available in January or so.

As per the PDI, The processing office will do the following:

- Confirm that the receipt number for the employer compliance fee is valid or that the employer has indicated a fee exemption. This information is captured separately from the work permit processing fee information in the “Fees” view tab in the Global Case Management System (GCMS).
- Confirm that the IPG has entered a “Client Note” on the “Client” screen indicating that the employer has been authorized to use the “Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)” form [IMM 5802] for the specific foreign national.
- Review the information in the “Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA)” form [IMM 5802].

To confirm, here are our questions:

- Who at IPG review the employer part of the WP (i.e. before a WP can be submitted) and what do they do exactly and where do they put their notes in GCMS? Can we talk to these folks directly?

RESPONSE: As per the PDI: Employer-specific work permits with Labour Market Impact Assessment exemptions there is no review of LMIA-exempt Offers of employment. You must follow the instructions in the general PDI AND in the Start-up Business Visa work permit PDI.

## **Work permit application**

The work permit application is the second step in the employer compliance regime. It is important for the officer to review the offer of employment to ensure that it is complete and genuine, that the employer is not ineligible to hire foreign workers, that the main duties described align with the NOC and that the foreign national actually meets the requirements defined in the job details.

**Important:** The offer of employment information submitted by the employer is not vetted or verified by any section of IRCC before work permit application processing.

For the Work permit for a Foreign workers: Work permits for start-up business class permanent resident visa applicants Officers need to follow the following instructions:

The processing office will confirm that:

- the work permit application is accompanied by the Letter of Support;
- a note in the Client tab in GCMS confirms that a Commitment Certificate exists;
- the commitment certificate indicates that the applicant is “essential” and that a work permit is required;
- a police certificate was provided, if required, as per regular temporary resident processes;
- a medical examination was completed, if required, as per regular temporary resident processes;
- the applicant has completed an IMM 5802 (Offer of Employment to Foreign National Exempt from a Labour Market Impact Assessment (LMIA)), has paid the employer compliance fee and included the fee receipt number in the required field in the form;
- the applicant has provide proof of funds for 52 weeks according to the LICO amount for their family.

If the processing office has any concern about whether the Commitment Certificate is genuine, the processing office can request confirmation from ~~CPC-O~~. The new contact is [IRCC.MontrealCaseProcessing-MontrealTraitementdeCas.IRCC@cic.gc.ca](mailto:IRCC.MontrealCaseProcessing-MontrealTraitementdeCas.IRCC@cic.gc.ca)

- Who enters the exemption LMIA code in GCMS? IPG or pre-assessor?

RESPONSE: The information is in the PDI: Employer-specific work permits with Labour Market Impact Assessment (LMIA) exemptions

## How the offer of employment is matched to the work permit application

The LMIA-exempt offer of employment status remains “pending” in the Global Case Management System (GCMS) until the work permit application is received. The linking of the offer (A#) and application is finalized by automatically matching the passport number and the citizenship.

**Note:** The validations in GCMS require an exact match of the passport number and citizenship information between the work permit application and the offer of employment. This includes hyphens, accents, spaces, capitalizations and numbers on all sets of documents.

Once they have been matched, the status of the offer of employment changes to “matched.” GCMS will then automatically populate the following fields and allocate the compliance fee:

- LMIA-exemption code
- Employer name
- Occupation title
- NOC code

If the applicant has provided a paper: IMM 5802 (Offer of Employment to Foreign National Exempt from a Labour Market Impact Assessment (LMIA)), has paid the employer compliance fee and included the fee receipt number in the required field in the form;

Then the instructions for Alternate submission [IMM 5802] (in the same PDI) should be used, in addition to the Coding provided in the **Foreign workers: Work permits for start-up business class permanent resident visa applicants** Although you are processing SUV WPs, you need to refer to this PDI as it provides information that is useful when reviewing the WPs.

## How the work permit will be coded

The work permit will be issued under authority of subsection R205(a), and will be coded as follows:

- **Employer Name:** Name of the New Business as per the IMM 5802 Offer of Employment to a Foreign National Exempt from Labour Market Impact Assessment (LMIA)
- **Employment Location:** As per section 8.1 of the Commitment Certificate;
- **Validation Exemption Code:** A-75;

s.19(1)

- **NOC: 8888;**
  - **Intended Occupation: Entrepreneur;**
  - **Case Type: 20 Worker, NES;**
  - **Special Program Code: “SUV” Start-up Visa;**
  - **Duration: 12 months.**
- 
- **Who allocates the compliance fees in GCMS? IPG or pre-assessor?**  
RESPONSE: See answer above regarding ‘matched’ offers with work permit applications. If the fee is not automatically allocated, then it is the processing office that has to do it – I provided instructions in my previous email.
  - **Because the CC/LS are not signed, how can we trust that document? Is IPG reviewing the CC/LS to ensure that is a genuine document?**  
RESPONSE: If an officer has concerns they should be following the instructions in the PDI to confirm that a Note has been entered in the Client Screen or contacting IRCC Montreal (see above answer with copy from PDI)
  - **Can we have contact information for each designated entity so we can, when needed, check the authenticity of the CC?**  
RESPONSE: No, if you have concerns contact IRCC Montreal (email provided above)
  - **I am still unclear about the form IMM 5802? If PAs have a CRA number, they do not need that form as they can use the employer portal. For these cases, we would see a true LMIA exemption code in the application. If they do not have a CRA account, PAs needs to submit IMM 5802 and GCMS will show A9999999 for the exemption code. Correct? If yes, where is the IMM 5802 located in GCMS?**  
RESPONSE: Yes, if an employer (please note that the applicant can also be their own employer because these are entrepreneurs) submits a LMIA-exempt offer through the Employer Portal and the work permit application is properly matched, the LMIA exemption code and other fields are auto-populated as per the above instructions. If an employer has received permission to use the IMM 5802 since they cannot use the Employer Portal, then the work permit applicant submits it with their application and it will show in ‘Incoming Correspondence’ if application submitted online. In addition, you should be reviewing the instructions in “Alternate Submission” for these cases.
  - **For Qc apps, applicants submit : “billet à terme” from Investissement Qc for \$800k. What does this mean ? And how can we check authenticity of document? One example:**  
RESPONSE: Quebec applicants are not eligible for the Start-up Business Visa Work Permit. Again, this info is clearly indicated in the PDI.

## Eligibility requirements

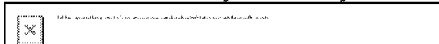
To be eligible for a Start-up Business Class Work Permit, the following requirements must be met:



- the applicant must intend to reside in a province or territory other than Quebec;
- an Offer of Employment to a Foreign National Exempt from a Labour Market Impact Assessment (LMIA) [IMM5802] has been completed by foreign national as 'self-employed' and the form and employer compliance fee have been submitted to IRCC;
- a Commitment Certificate must have been issued by a designated entity indicating that the work permit applicant is "essential" and there are urgent business reasons for the applicant's early entry to Canada (i.e. section 8.0 of the Commitment Certificate is completed);
- letter of support linked to a Commitment Certificate has been issued by a designated entity;
- the applicant must have sufficient funds to meet the low income cut off for their family size for 52 weeks.

Merci!

Migration Officer/Agent de la Migration  
 Migration Section/Section de la Migration  
 Canadian Embassy in Turkey/Ambassade du Canada en Turquie



**From:** Rivera, Delmy <Delmy.Rivera@cic.gc.ca>

**Sent:** December 15, 2020 6:48 PM

**To:** -ANKRA -IM · @international.gc.ca>; IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-Unitédes travailleursADMINOPI.IRCC@cic.gc.ca>

**Cc:** -ANKRA -IM · @international.gc.ca>

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IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC) <IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca>

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**Employment Location:** As per section 8.1 of the Commitment Certificate;

**Validation Exemption Code:** A-75;

**NOC:** 8888;

**Intended Occupation:** Entrepreneur;

**Case Type:** 20 Worker, NES;

**Special Program Code:** "SUV" Start-up Visa;

**Duration:** 12 months.

I hope this helps and if you have further questions, please forward them FG mailbox.

Regards,

Delmy Rivera

Senior Policy and Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Delmy.Rivera@ci.gc.ca](mailto:Delmy.Rivera@ci.gc.ca) / Tel:

Conseillère principale en politiques et programmes, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Delmy.Rivera@ci.gc.ca](mailto:Delmy.Rivera@ci.gc.ca) / Tél.:

s.17  
s.19(1)

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**From:** @international.gc.ca [mailto: @international.gc.ca]  
**Sent:** December 15, 2020 2:10 AM  
**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>; Rivera.Delmy <Delmy.Rivera@cic.gc.ca>  
**Cc:** @international.gc.ca  
**Subject:** RE: Start-Up apps - cannot approve, compliance fees not allocated

Hi Delmy, would it be possible to give us a timeline for you to answer our questions? Due to COVID, our WP inventory is now high and we want to blitz them. However, many of C11 applications (start-up) do not seem to be completed by IPG (I might be wrong here as I am new at this).

Please advise, merci.

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie



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**From:** ANKRA -IM  
**Sent:** December 11, 2020 11:35 AM  
**To:** 'Samantha.Bergau@cic.gc.ca' <Samantha.Bergau@cic.gc.ca>; 'IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca' <IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca>; 'Delmy.Rivera@cic.gc.ca' <Delmy.Rivera@cic.gc.ca>  
**Cc:** ' -ANKRA -IM @international.gc.ca >  
**Subject:** Start-Up apps - cannot approve, compliance fees not allocated  
**Importance:** High

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cannot approve this application as the LMIA exempt Offer of Employment has not been linked...and the compliance fees were still outstanding. We allocated the fees but still, I cannot approve.

Samantha, as the compliance fees have not been paid, was a step skipped in the pre-assessment? Did the apps need to be approved first by IPG and then switched to "review required" for us to review?

**Page 60**

**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**

valid: Sec results valid until Previous TRV: visa valid until Spouse sec results valid until Previous TRV  
A meets requirements. Approved

Not on CC with other applicants. CEO of the cie CBSA. PA is part of another CC (with 4 other applicants - all WP approved, PR submitted).  
No confirmation that PA can speak English. Info request sent (updated CC, IELTS).

Migration Officer/Agent de la Migration  
Migration Section/Section de la Migration  
Canadian Embassy in Turkey/Ambassade du Canada en Turquie

s.19(1)

**Coutu.Sebastien**

---

**From:** Wiseman.Ruth  
**Sent:** Friday, October 9, 2020 7:58 AM  
**To:** Laporte.Amelie; IRCC.F IPG Workers Unit / Unité Travailleurs OPI F.IRCC  
**Subject:** RE: SUV Enquiry (DSC) - IM-2020- 901 - October 15, 2020

Correct, no WP required in Section 8 then no work permit can be issued as they are not deemed to urgently needed in Canada and can wait the 6 months for PR processing.

Ruth Wiseman

Telephone:

Senior Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

Télé:

Analyste principales, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

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**From:** Laporte.Amelie  
**Sent:** October 8, 2020 3:45 PM  
**To:** Wiseman.Ruth ; IRCC.F IPG Workers Unit / Unité Travailleurs OPI F.IRCC  
**Subject:** RE: SUV Enquiry (DSC) - IM-2020- 901 - October 15, 2020

Thanks Ruth! I sent it to SPEC to respond, I guess if they don't have the WP option on the certificate then they can't apply?  
Amélie Laporte-Lestage

Senior program & policy advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Amelie.Laporte@cic.gc.ca](mailto:Amelie.Laporte@cic.gc.ca) / Tel:

Conseillère principale de programmes et politiques, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Amelie.Laporte@cic.gc.ca](mailto:Amelie.Laporte@cic.gc.ca) / Tél.

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**De :** Wiseman.Ruth

**Envoyé :** 8 octobre 2020 15:42

**À :** Laporte.Amelie <[Amelie.Laporte@cic.gc.ca](mailto:Amelie.Laporte@cic.gc.ca)>; IRCC.F IPG Workers Unit / Unité Travailleurs OPI F.IRCC <[IRCC.IPGWorkersUnit-UniteTravailleursOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGWorkersUnit-UniteTravailleursOPI.IRCC@cic.gc.ca)>

**Objet :** RE: SUV Enquiry (DSC) - IM-2020- 901 - October 15, 2020

It explains the under 'eligibility' and there is a section in the PDI on the certificate

## Commitment certificate

Case Processing Centre-Ottawa (CPC-O) will create each designated entity listed in the Ministerial Instructions (MIs) as an "Organization" in the Global Case Management System (GCMS). All applicants should be associated to the designated entity within GCMS.

On receipt of the Commitment Certificate, and finalization of the Peer Review (if required), CPC-O will create a client note in GCMS to which officers can refer. If section 8.0 is completed, CPC-O will input the information from section 8.0 into the note. This will indicate to other processing offices that the Commitment Certificate exists and that a work permit application is allowed.

Ruth Wiseman

Telephone:

Senior Program Advisor, Immigration Program Guidance  
 Immigration, Refugees and Citizenship Canada / Government of Canada

[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

Télé

Analyste principales, Orientation du programme d'immigration  
 Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada

[Ruth.Wiseman@cic.gc.ca](mailto:Ruth.Wiseman@cic.gc.ca)

**From:** Laporte.Amelie

**Sent:** October 8, 2020 2:59 PM

**To:** IRCC.F.IPGWorkersUnit / Unité Travailleurs OPI F.IRCC <[IRCC.F.IPGWorkersUnit-UnitéTravailleursOPI.IRCC@cic.gc.ca](mailto:IRCC.F.IPGWorkersUnit-UnitéTravailleursOPI.IRCC@cic.gc.ca)>

**Subject:** RE: SUV Enquiry (DSC) - IM-2020- 901 - October 15, 2020

Hi OWLLs,

This question has been assigned to me. I don't know much about the SUV work permit but by looking at the PDI <http://cicintranet.ci.gc.ca/connexion/tools-outils/temp/work-travail/prov/business-affaires-eng.aspx> I see that they have to indicate that a work permit is required on the commitment certificate. Would they be refused if they haven't indicated a work permit is needed but meet all the other requirements?

Someone knows? Or is this a question for SPEC?

## Role of the processing office

The processing office will confirm that:

- the work permit application is accompanied by the Letter of Support;
- a note in the Client tab in GCMS confirms that a Commitment Certificate exists;
- the commitment certificate indicates that the applicant is "essential" and that a work permit is required;/li>
- a police certificate was provided, if required, as per regular temporary resident processes;

- a medical examination was completed, if required, as per regular temporary resident processes;
- the applicant has completed an IMM 5802 (Offer of Employment to Foreign National Exempt from a Labour Market Impact Assessment (LMIA), has paid the employer compliance fee and included the fee receipt number in the required field in the form;
- the applicant has provide proof of funds for 52 weeks according to the LICO amount for their family.

If the processing office has any concern about whether the Commitment Certificate is genuine, the processing office can request confirmation from CPC-O (available internally only).

Thanks!

Amélie Laporte-Lestage

Senior program & policy advisor, Immigration Program Guidance  
 Immigration, Refugees and Citizenship Canada / Government of Canada  
[Amelie.Laporte@cic.gc.ca](mailto:Amelie.Laporte@cic.gc.ca) / Tel:

Conseillère principale de programmes et politiques, Orientation du programme d'immigration  
 Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Amelie.Laporte@cic.gc.ca](mailto:Amelie.Laporte@cic.gc.ca) / Tél.

**De :** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)

**Envoyé :** 2 octobre 2020 11:07

**À :** Laporte.Amelie <[Amelie.Laporte@cic.gc.ca](mailto:Amelie.Laporte@cic.gc.ca)>

**Objet :** FW: SUV Enquiry (DSC) - IM-2020- 901 - October 15, 2020

Hi Amelie,

For your action please.

Thank you!

IPG Worker Team ADMIN

**From:** IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC)

**Sent:** October 1, 2020 4:06 PM

**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <[IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca)>

**Cc:** IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC) <[IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca)>; BurtT.Tracy <[Tracy.BurtT@cic.gc.ca](mailto:Tracy.BurtT@cic.gc.ca)>; Campos.Angela <[Angela.Campos@cic.gc.ca](mailto:Angela.Campos@cic.gc.ca)>

**Subject:** FW: SUV Enquiry (DSC) - IM-2020- 901 - October 15, 2020

Thank you for your e-mail. IPG will endeavor to respond to all standard internal inquiries within 10 business days. When a request is deemed complex and cannot be concluded within 10 business days, we will advise the requestor within 5 business days of this and provide an expected response time.

Please note your unique tracking number (**IM-2020- 901**). Please refer to this number in all correspondence related to your e-mail.

Thank you.

Merci pour votre courriel. L'OPI s'efforcera de répondre à toutes les demandes de renseignements ordinaires des clients internes dans les 10 jours ouvrables. Quand elle juge une demande complexe et ne peut y répondre dans les 10 jours ouvrables, nous aviserons l'auteur du courriel dans les 5 jours ouvrables et lui indiquera dans quel délai il peut s'attendre à recevoir une réponse.



Veuillez noter que nous avons assigné un numéro de suivi unique à cette demande (**IM-2020- 901**). Veuillez indiquer ce numéro dans toute correspondance en lien à cette demande.

Merci.

Immigration Program Guidance- Orientation du programme d'immigration-

IPG- OPI Mailbox

**From:** Campos.Angela

**Sent:** Friday, September 11, 2020 7:25 AM

**To:** IPG Functional Guidance / Orientation Fonctionnelle OPI (IRCC) <[IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGFunctionalGuidance-OrientationFonctionnelleOPI.IRCC@cic.gc.ca)>

**Subject:** SUV Enquiry (DSC)

Hi,

One of our designated entities has the following enquiry, can you please provide some guidance at your earliest convenience;

***DE has a project that did not initially opt for work permit but is looking to now. They know that they generally have to indicate if any essential team members are applying for work permits when they submit the LOS, however is it possible to apply post LOS and immigration file submission?***

Thank you,  
Angela Campos

Account Manager, Domestic Network  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Angela.Campos@cic.gc.ca](mailto:Angela.Campos@cic.gc.ca)

Gestionnaire de compte, Réseau national  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Angela.Campos@cic.gc.ca](mailto:Angela.Campos@cic.gc.ca)

***Please be advised that there may be a delay in my response time due to the impacts of COVID-19 and an increased amount of enquiries. I will endeavour to respond to all requests and inquiries and I appreciate your patience and understanding during this time.***

***Veuillez noter qu'il peut y avoir un retard dans mes réponses en raison des impacts de la COVID-19 et d'un nombre accru de demandes de renseignements. Je m'efforcerai de répondre à toutes les demandes de renseignements et je vous remercie de votre patience et compréhension durant cette période.***

## Coutu.Sebastien

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**From:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)  
**Sent:** Friday, August 14, 2020 3:57 PM  
**To:** Babb.Marie; Fajardo.Ernesto  
**Cc:** Laporte.Amelie; IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)  
**Subject:** RE: SUV work permit- PDI update

Just confirming we don't have a lead on SUV file at the moment base on our records.  
 Like Marie said, please do send your questions to the Workers Admin mailbox and it will be tasked out accordingly.  
 Thank you,  
 Emma Sapon

Administrative Assistant, Immigration Program Guidance  
 Immigration, Refugees and Citizenship Canada / Government of Canada  
[Emma.Sapon@ic.gc.ca](mailto:Emma.Sapon@ic.gc.ca) / Tel

Adjointe Administratif, Orientation du programme d'immigration  
 Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Emma.Sapon@ic.gc.ca](mailto:Emma.Sapon@ic.gc.ca) / Tél.:

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**From:** Babb.Marie  
**Sent:** August 14, 2020 3:49 PM  
**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC); Fajardo.Ernesto  
**Cc:** Laporte.Amelie  
**Subject:** RE: SUV work permit- PDI update

Hi Ernesto,  
 To confirm, would the following section of the PDI also need to be updated to say IRCC Montreal instead of CPC-O?

## Commitment certificate

Case Processing Centre-Ottawa (CPC-O) will create each designated entity listed in the Ministerial Instructions (MIs) as an "Organization" in the Global Case Management System (GCMS). All applicants should be associated to the designated entity within GCMS.

On receipt of the Commitment Certificate, and finalization of the Peer Review (if required), CPC-O will create a client note in GCMS to which officers can refer. If section 8.0 is completed, CPC-O will input the information from section 8.0 into the note. This will indicate to other processing offices that the Commitment Certificate exists and that a work permit application is allowed.

As well, I don't think the team has a lead on the SUV file at the moment (Amelie or Emma, correct me if I'm wrong), but if you send your verification questions to the workers admin mailbox, they will be tasked out accordingly until a lead is designated.

Thank you,  
Marie Babb

/A Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Marie.Babb@cic.gc.ca](mailto:Marie.Babb@cic.gc.ca) / Tel:

Conseiller en programme /I, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Marie.Babb@cic.gc.ca](mailto:Marie.Babb@cic.gc.ca) / Tél.:

**From:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC)

**Sent:** August 14, 2020 11:11 AM

**To:** Fajardo.Ernesto <[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca)>; Babb.Marie <[Marie.Babb@cic.gc.ca](mailto:Marie.Babb@cic.gc.ca)>

**Cc:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <[IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca)>;

Laporte.Amelie <[Amelie.Laporte@cic.gc.ca](mailto:Amelie.Laporte@cic.gc.ca)>

**Subject:** RE: SUV work permit- PDI update

Good morning,

Thank you for reaching out the Workers team.

Marie, grateful if can have a look the request below.

Thank you,

Emma Sapon

Administrative Assistant, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Emma.Sapon@cic.gc.ca](mailto:Emma.Sapon@cic.gc.ca) / Tel:

Adjointe Administratif, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Emma.Sapon@cic.gc.ca](mailto:Emma.Sapon@cic.gc.ca) / Tél.:

**From:** Fajardo.Ernesto

**Sent:** August 14, 2020 10:55 AM

**To:** IPG ADMIN Worker Unit / Unité des travailleurs ADMIN OPI (IRCC) <[IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca](mailto:IRCC.IPGADMINWorkerUnit-UnitedestravailleursADMINOPI.IRCC@cic.gc.ca)>

**Subject:** SUV work permit- PDI update

Hi,

I noticed that the internal PDI's on processing the SUV work permit mentions the CPC-O inbox, however the correct email should be the IRCC Montreal office email ( change of office occurred a few months ago, the networks where already informed) (<mailto:IRCC.MontrealCaseProcessing-MontrealTraitementdeCas.IRCC@cic.gc.ca>).

The wording needs to be changed to IRCC Montreal on the link below:

<http://cicintranet.ci.gc.ca/connexion/tools-outils/temp/work-travail/prov/business-affaires-eng.aspx#toc2>

*If the processing office has any concern about whether the Commitment Certificate is genuine, the processing office can request confirmation from CPC-O (available internally only).*

Would be also possible to obtain the name of the lead for SUV WP?

I am the lead for PR SUV and there is some verification that I would need to do with the TR side.

Thank you

Ernesto Fajardo

Senior Policy and Program Advisor, Immigration Program Guidance  
Immigration, Refugees and Citizenship Canada / Government of Canada  
[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca) / Tel:

Analyste principal en politiques et programmes, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca) / Tél.:

**From:** Fajardo.Ernesto  
**Sent:** Friday, January 22, 2021 11:41 AM  
**To:** Salamoun.Sally <sally.salamoun@cic.gc.ca>; Busmanis.Andrew <Andrew.Busmanis@cic.gc.ca>; Grieve.Deborah <Deborah.Grieve@cic.gc.ca>  
**Cc:** BurtT.Tracy <Tracy.BurtT@cic.gc.ca>  
**Subject:** Incomplete Peer reviews- Guidelines

Good morning,

IPG has completed the guidelines regarding how to proceed when SUV processing officers encounter incomplete peer reviews coming back from Industry Associations.

Please distribute the below among your SUV processing officers. Shortly, these guidelines will also be added on the SUV PDIs.

\*\*

**Incomplete Peer review process and processing Start-up business class applications**

During a peer review process, a peer review panel established by the relevant industry association may request additional information or clarifications from designated entities among others to identify concerns, evaluate industry standards, review due diligence, etc. In some cases during a peer review, the information included in the commitment certificate, terms sheets, client's agreements and any other relevant documentation may be deemed insufficient by the peer review panel and further documentation or explanations may be requested from the designated entities. In circumstances where a peer review panel is unable to obtain the information requested, it is possible that the peer review panel will be unable to complete their peer review assessment.

In cases where a designated entity refuses or omits to submit the additional information requested by the industry associations peer review panel and after allowing the designated entity to respond within a reasonable timeframe, the industry association will inform the processing office that it considers the peer review incomplete and closed.

If the peer review process is incomplete and since there is no requirement for a designated entity to participate in this process, the Officers must continue processing the application and assess the file based on the available information.

Start-up visa processing officers should proceed as follows:

- If after assessing the application, the officer is satisfied that a positive final decision could be made, officers should then finalize the application.
- If the processing officer is not satisfied that the applicant meets the requirements of the SUV program, the officer must document their concerns and reasons why they are not satisfied that the applicant meets the requirements of the program.

- Where an officer has concerns regarding the requirements of the Start-up visa application, they should convoke for an interview or send the Start-up visa applicant a Procedural Fairness Letter (PFL) advising them of their concerns.
- If the incomplete peer review was considered as a factor to refuse when the officer was making their decision, a summary of its contents must be disclosed to the applicant to meet procedural fairness obligations. The officer should take into account the information and new documentation provided by the applicant following the PFL or at interview. The application should then be finalized based on the officers' assessment of the complete file.

After a procedural fairness letter is sent, the applicant has thirty days to respond to the officer's concerns. If the applicant's response to the PFL contains new information or if the designated entity provides new and relevant information the officer should assess the complete file and make a determination whether to refuse or approve the application.

\*\*

Please let me know if you have any questions

Regards,

Ernesto Fajardo

Senior Policy and Program Advisor, Immigration Program Guidance

s.16(2)

Immigration, Refugees and Citizenship Canada / Government of Canada  
[Ernesto.Fajardo@cic.gc.ca](mailto:Ernesto.Fajardo@cic.gc.ca) / Tel:

Analyste principal en politiques et programmes, Orientation du programme d'immigration  
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada  
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