



Canadian Bureau  
for International  
Education

# International Students and Immigration Education Program

HANDBOOK

# Table of Contents

- 1 PROGRAM OVERVIEW**
  - a. CBIE's Vision and Mission
  - b. Background
  - c. Learning Objectives
  - d. Adult Learning Principles
  - e. Who is Eligible to Take this Program?
  - f. Who is Eligible to Write the RISIA Entry-to-Practice Exam?
- 2 PROGRAM CONTENT**
  - a. Program Format and Duration
  - b. Program Courses
  - c. Program Fees
  - d. Workload Expectations
  - e. Instructors, Assistant Instructor and Program Staff
- 3 APPLICATION AND ADMISSION**
  - a. Application Process
  - b. Admission Requirements
    - i. Proof of Status
    - ii. Education Requirements
- 4 PROGRAM POLICIES AND PROCEDURES**
  - a. Content-Related Policies
    - i. Content Updates
    - ii. Course Content
  - b. Grading Policies
    - i. Review of Grades
    - ii. Late Submissions
    - iii. Academic Dishonesty
    - iv. Procedure for Rescheduling an Assessment
  - c. Program Offerings
  - d. Program Completion Requirements
  - e. Repeating a Course
  - f. Withdrawal Policy
  - g. Professional Conduct
  - h. Technology Requirements
- 5 CONTACT INFORMATION**
  - CCIE** Canadian Consortium for International Education
  - CIC** Citizenship and Immigration Canada (now IRCC)
  - ICCRC** Immigration Consultants of Canada Regulatory Council
  - IRCC** Immigration, Refugees and Citizenship Canada
  - IRPA** Immigration and Refugee Protection Act
  - IRPR** Immigration and Refugee Protection Regulations
  - ISA** International Student Adviser
  - ISIEP** International Students and Immigration Education Program
  - RISIA** Regulated International Student Immigration Adviser

List of  
Acronyms

# 1 Program Overview

CBIE is the national voice advancing Canadian international education by creating and mobilizing expertise, knowledge, opportunity and leadership.



## a CBIE'S VISION AND MISSION

The Canadian Bureau for International Education (CBIE) is a global leader in international education, dedicated to equity, quality, inclusiveness and partnership.

CBIE is the national voice advancing Canadian international education by creating and mobilizing expertise, knowledge, opportunity and leadership.

## b BACKGROUND

In 2013, International Student Advisers (ISAs) at educational institutions across Canada experienced significant changes to their ability to provide immigration advising to international students at their institutions in light of Section 91 of the Immigration and Refugee Protection Act (IRPA) which restricted the provision of immigration advice for consideration to a regulated immigration consultant, lawyer or member of a limited number of other professions.

Citizenship and Immigration Canada (CIC), now Immigration, Refugees and Citizenship Canada (IRCC), designated the Immigration Consultants of Canada Regulatory Council (ICCRC) as the body responsible for regulating immigration consultants in Canada.

The work of immigration consultants and ISAs differs significantly in the scope of advising performed. Unlike immigration consultants, ISAs provide a number of support services for international students in an intercultural

context. However, immigration advising is a key component of ISAs' advising portfolio enabling them to support students to integrate successfully to Canadian academic and social culture.

From November 2013 to June 2014, CBIE and the Canadian Consortium for International Education (CCIE) urged IRCC to review the matter of immigration advising by ISAs in view of the critical impact of this work on the services provided by educational institutions to international students. As a result, in the fall of 2014, ICCRC announced that it would develop a new designation, later entitled Regulated International Student Immigration Adviser (RISIA). Over several months following, CBIE and CCIE members provided substantial input to ICCRC in the design of the RISIA designation.

Following discussions with ICCRC, CBIE agreed to develop a RISIA education program, accredited by ICCRC in March 2016, which will prepare ISAs for the RISIA entry-to-practice exam of ICCRC.<sup>1</sup>

## C LEARNING OBJECTIVES

The CBIE International Students and Immigration Education Program (ISIEP), a preparatory program towards the RISIA designation, is centred on the following learning objectives:

- Collecting, analyzing, and organizing information relevant to the RISIA scope of practice;
- Applying immigration statutes and regulations to case-based scenarios related to key RISIA responsibility areas; and
- Providing accurate, relevant, up-to-date advice and information to students within the RISIA scope of practice.

## D ADULT LEARNING PRINCIPLES

Adult learning principles are woven throughout CBIE's education program. The participant's learning experience will draw on the following:

- Opportunities to apply learner's own history/experience;
- Application of principles and concepts immediately;
- Appropriate pace;
- Course designed to maximize opportunity for applying what learners are learning to real life case scenarios;
- Opportunity for a wide range of views to be solicited and discussed including required discussion posts; directed discussions; guest lectures, etc.;
- Multiple modes of delivery — multimedia, discussion groups, assignments/case studies, tests, exams, interactive sessions, etc.;
- Recognition that different people learn differently and incorporation of different learning styles across the curriculum;
- Built from general to specific (i.e. understanding of immigration policy to application of immigration requirements).

---

<sup>1</sup> It is important to recognize that ICCRC has specific eligibility requirements for the RISIA designation and that only those meeting the requirements may write the entry-to-practice exam. For more information on these requirements, please see the ICCRC RISIA [Registration Guide](#).

## **e WHO IS ELIGIBLE TO TAKE THIS PROGRAM?**

In order to take this program, individuals must be employed at an educational institution in their desired vocation, and taking this professional development program for the purposes of skills upgrading in their current employment.

## **f WHO IS ELIGIBLE TO WRITE THE RISIA ENTRY-TO-PRACTICE EXAM?**

The RISIA designation is available to in-service International Student Advisers (ISAs) and other professionals working in the education sector in Canada whose responsibilities include offering immigration advice to students.

Successful completion of an education program is a prerequisite for all ISAs who wish to take the entry-to-practice exam.<sup>2</sup> For more information on who is eligible to obtain the RISIA designation, please consult the [ICCRC website](#) and [Registration Guide](#).

---

<sup>2</sup> ISAs who meet criteria set out by ICCRC may be able to challenge the entry-to-practice exam without completing an education program.

# 2 Program Content

Courses aim to develop a learner's skills and knowledge on how to read the primary sources of immigration law, as they pertain to international students.



## a PROGRAM FORMAT AND DURATION

The ISIEP is offered twice per academic year: once in September and again in January. The program is delivered over twelve weeks, entirely online. Learners have the option to complete the program in either official language. Learners have the option to complete the program in either official language.<sup>3</sup> Learners should anticipate spending 20–25 hours per week listening to lectures, reading, participating in online discussion, completing coursework, quizzes and exams, and studying.

View the full program calendar for the fall [2017 offering](#).

The curriculum comprises online readings, interacting with other learners using discussion forums, quizzes, assignments and exams. Highly skilled and experienced instructors support learners throughout the program, and strive to provide learners with an interaction that is equivalent to learners completing an in-class program. The courses aim to develop learners' skills and knowledge on how to read the primary sources of Canadian immigration law, i.e. the Immigration and Refugee Protection Act (IRPA) and the Immigration and Refugee Protection Regulations (IRPR) as they pertain to international students.

Learners will be assessed at the end of each of the four courses and at the end of the program. Learners must achieve a score of 70% overall to pass.

To become RISIAs, learners must pass the RISIA entry-to-practice exam offered by ICCRC.

## b PROGRAM COURSES

The ISIEP is made up of four courses which must be taken in sequential order. The courses are:

### **RISIA 100 — RISIA SCOPE OF PRACTICE AND PROFESSIONAL RESPONSIBILITY**

RISIA 100 will introduce prospective RISIAs to their roles, responsibilities, and legal scope of practice. The regulatory and operational framework of RISIAs will also be discussed, as participants will learn about ICCRC, IRCC and key resources and documents that define or impact the role of a RISIA. In particular, learners will review the ICCRC Code of Ethics and learn about the importance of staying current and informed of changing immigration laws. Learners will be exposed to several student immigration scenarios to begin applying the Code of Ethics and a decision-making process to their work.

Learners will also become familiar with the RISIA curriculum, including the link between the courses, and how this training will prepare them for their work in advising international students on immigration issues.

### **RISIA 101 — IMMIGRATION POLICY, LAW AND ADMINISTRATIVE FRAMEWORK**

RISIA 101 will provide learners with an overview of Canadian immigration law, policy and practice. To achieve this, learners will first be provided with a foundational knowledge in Canadian government and administrative law. The beginning of the course will cover the structure of Canada's government and its constitutional and judicial framework, and provide an introduction to basic legal principles and administrative law.

Participants will also learn about the history and evolution of Canadian immigration policy and legislation to provide an appropriate background and context. Before completing RISIA 101, learners will become familiar with specific aspects of immigration law and policy, like the categories and classes of immigration, and the legal terminology and administrative law concepts that are commonly applied within immigration law.

Learners will also be introduced to some of the procedural aspects of immigration law, such as the government agencies that administer, enforce and adjudicate these laws and policies, and relevant legal remedies. Learners will conduct research, work with critical immigration resources, build their library of websites and online resources, and apply what they learn to international student case-based scenarios from the perspective of a RISIA.

### **RISIA 102 — TEMPORARY RESIDENTS**

RISIA 102 will provide learners with a comprehensive overview of temporary resident status with a particular focus on the student class. Participants will review the general and specific requirements to obtain and maintain status as a visitor, student and worker, including processing requirements. Learners will analyze case-based scenarios to assess foreign nationals' eligibility for the temporary resident category as they apply to the RISIA scope of practice.

This course will also review common issues and scenarios related to foreign nationals within the RISIA scope of practice who are seeking to obtain and maintain status in the temporary resident category. Learners will use relevant resources to address these common issues and to advise students on their options and next steps. Pathways to permanent residency are also examined, including provincial nominee programs and the eligibility requirements for each.

Learners will also work with critical immigration resources, build their library of websites and online resources and apply a tool for evaluating student cases in order to discuss immigration-related student scenarios within the RISIA scope of practice.

## **RISIA 103 — TEMPORARY RESIDENTS: INADMISSIBILITY AND DETENTION**

RISIA 103 will provide learners with a basic knowledge of inadmissibility to Canada as it relates to their scope of practice, with an emphasis on inadmissibility due to security, violation of human rights and criminal, medical and financial grounds. Participants will also learn about detention, detention review procedures, inadmissibility hearings and the relevant legal terms and remedies in these situations, such as criminal rehabilitation.

This course will also review the requirements to gain entry to Canada, obtain temporary status, and the conditions to obtain a temporary resident permit. In particular, participants will learn about the eligibility and admissibility considerations that are evaluated for receiving a temporary resident permit as it relates to inadmissibility. Learners will continue to work with critical immigration resources to further build their library of websites and online resources, and also continue to apply a tool for evaluating student cases in order to discuss immigration-related student scenarios within the RISIA scope of practice.

The latter part of the course will present a curriculum review of RISIA 100, 101, 102 and 103. At the end of the course learners will present a final term assignment and complete a final exam on the entire curriculum.

### **C PROGRAM FEES**

The total program fee for the ISIEP is \$2,500, plus a non-refundable \$100 application fee for individuals from non-member institutions. The program fee includes required course materials, all of which are available online. Individuals employed at CBIE member and associate member institutions are not required to pay the application fee. In order to find out if your institution is a member, you may consult the list [here](#). Learners must pay the program fee before the start of the program.

### **d WORKLOAD EXPECTATIONS**

Learners should anticipate spending 20-25 hours per week listening to lectures, reading, participating in online discussion, completing coursework, quizzes and exams, and studying.

### **e INSTRUCTORS, ASSISTANT INSTRUCTOR AND PROGRAM STAFF**

Courses in the ISIEP are taught by in-service professionals from across Canada with vast experience in the field of immigration advising. Learners will also have access to an Assistant Instructor who will aid the instructors in their daily activities and be available for student inquiries. Program Staff include a Manager and an Officer who are well versed in the program curriculum, policies and academic-related procedures.

---

<sup>3</sup> Please note the French program is only offered once per academic year, in September.

# 3 Application and Admission

Applicants must either be working in the education sector or aspire to do so.



## □ APPLICATION PROCESS

**Step 1:** Complete the online application, including all required documents.

**Step 2:** Pay the Application Fee

Applicants are required to pay the non-refundable application fee of \$100. Individuals employed at CBIE **member and associate member institutions** are not required to pay the application fee.

**Step 3:** Receive a decision on your application

Program staff will review all completed applications. Applicants will be notified by email if their application is accepted or declined. An application may be declined if the applicant does not meet eligibility criteria, as demonstrated by the applicant's submitted materials.

**Step 4:** Pay program fee

An email advising applicants of program payment options will be sent upon acceptance. Only applicants who have paid the non-refundable application fee (if not from a member institution) and received notification that their application was accepted will receive the email. Please note that until steps 1 through 4 have been completed and payment has been received, CBIE cannot guarantee a place in the course.

## b ADMISSION REQUIREMENTS

### I. PROOF OF STATUS

Applicants must show proof of Canadian Citizenship or Permanent Residency status using one of the following:

- Birth certificate (if born in Canada),
- Canadian Citizenship Card (front and back),
- Canadian passport (page 2—details page),
- Permanent Resident Card (front and back), or
- Certificate of Indian Status Card (Canada, front and back)

### II. EDUCATION REQUIREMENTS

Applicants must have a post-secondary degree or diploma. The following documents are accepted:

- Copy of post-secondary education transcript
- Copy of certificate or diploma of your completed post-secondary education program

If studies were completed outside of Canada, CBIE reserves the right to request an evaluation by an external credential evaluation organization such as World Education Services. Applicants may send their foreign credentials to [isiep-peiei@cbie.ca](mailto:isiep-peiei@cbie.ca) for assessment to determine if they must provide an evaluation.

# 4 Program Policies and Procedures

Immigration is a highly dynamic field; curriculum and regulatory requirements will evolve over time.



## □ CONTENT-RELATED POLICIES

### I. CONTENT UPDATES

Given that immigration is a highly dynamic field, curriculum and regulatory requirements will evolve over time; the curriculum of the ISIEP will change to reflect regulatory requirements and developments in the field of immigration. The curriculum may also be adapted based on the needs of participants and the availability and best use of CBIE resources.

Learners need to keep abreast of the revisions and changes in immigration policy, legislation and case law, just as is required of anyone working in student immigration advising. Although instructors will be available to answer learners' questions on the changes as they are proposed or come into force, it is the learners' responsibility to be informed of these changes.

It is important to note that learners are expected to meet the requirements that were deemed mandatory at the time of acceptance into the program.

Learners will be notified by email should a major program change arise.

### II. COURSE CONTENT

The ISIEP uses the following primary sources of information:

1. the Immigration and Refugee Protection Act (IRPA)
2. the Immigration and Refugee Protection Regulations (IRPR)

3. CIC/IRCC Manuals and Operational Bulletins
4. ICCRC Regulatory Documents
5. Case law

The learning materials provided to learners (readings, lectures, assignments, etc.) are designed to supplement and guide learners' reading of the primary sources for the program. Learning materials are in themselves not a substitute for the primary resources. Learners should always consult IRPA and IRPR, and all assessments throughout the program are based on IRPA and IRPR. In the event of any unintentional discrepancy between the online narrative content and the primary sources, the primary sources will prevail.

## b GRADING POLICIES

### I. REVIEW OF GRADES

All assessments are marked by program instructors and staff who take care to be correct and fair in their grading. Learners are encouraged to contact their Instructor or Assistant Instructor if they would like advice on how they can improve their academic performance. If after speaking with the Instructor or Assistant Instructor learners still have questions or concerns about a mark they received, they should take the following steps:

1. If you discover that your mark was incorrectly calculated, or a question was inadvertently not graded, please bring this to the attention of the Instructor or Assistant Instructor within one week of receiving your grade so that it may be adjusted.
2. If you would like a quiz, assignment or exam remarked and you have already spoken with the Instructor/Assistant Instructor, you must send an email to [isiep-peiei@cbie.ca](mailto:isiep-peiei@cbie.ca) with the subject line "Request for Re-Mark of Assessment" within two weeks of receiving the grade. Program staff will consider your request. If the request is deemed reasonable, your grade will be reviewed. There is no guarantee that a grade will be changed after review.

### II. LATE SUBMISSIONS

All quizzes, assignments and exams must be completed by the due date/time identified in the instructions. Late submissions will not be accepted, except in the case of family bereavement or sudden, serious illness of the learner or an immediate family member. Please note that official documentation may be required.

### III. ACADEMIC DISHONESTY

Academic dishonesty is any word or action performed alone or with others with the indirect or direct intention of providing an unfair advantage or benefit to self or other learners and includes, but is not limited to: cheating, plagiarism, unauthorized collaboration, lying, misrepresentation, falsification and alteration of records.

The penalties for any academic misconduct listed above may include the following:

- A failing grade in the assignment, exam or course;
- Suspension from the program for a specified period of time; or
- Expulsion from the program.

No makeup assignments will be granted in cases where any of the above offences have occurred.

## **IV. PROCEDURE FOR RESCHEDULING AN ASSESSMENT**

Program staff acknowledge that illness, family urgencies or other irregular circumstances may negatively impact a learner's ability to write exams. Quizzes or exams may be rescheduled, provided there are acceptable medical or compassionate grounds. Accommodations can also be made on religious grounds should religious holidays conflict with exam times and dates<sup>3</sup>. In cases such as these, please observe the following:

1. All requests for rescheduling a quiz or exam must be made to the Program Officer in writing and no later than 24 hours before a scheduled quiz or exam. Should an emergency occur on the day of the exam or quiz and you are not able to notify program staff with due notice, please alert program staff as soon as possible after the emergency. Please note that verbal requests and submissions cannot be accepted.
2. Learners should attach supporting medical documentation to the email requesting accommodation. The medical note must detail why the learner is unable to take the quiz or exam on the scheduled day. In the event where a learner is unable to obtain supporting documentation in time (e.g. a medical note cannot be acquired 24 hours before an exam), the learner must notify program staff of the difficulty and circumstances.
3. The Program Officer will assess the request and supporting documentation and inform the learner of the decision. Detailed reasons must accompany any request to reschedule an exam or quiz.

The cost to reschedule a quiz or an exam in all circumstances is \$200.

## **C PROGRAM OFFERINGS**

CBIE aims to offer the program twice per academic year: September to December, and January to April.<sup>3</sup> However, this is subject to change based on demand and availability of resources to offer the program. CBIE may sometimes cancel an offering due to insufficient enrolment or other factors. Should this occur, a refund is processed and mailed to the learner. CBIE also reserves the right to limit enrolment in a particular offering in order to provide a robust learning experience for learners.

## **d PROGRAM COMPLETION REQUIREMENTS**

### **I. COMPLETION REQUIREMENTS**

Learners must complete all exams in each course and submit the term assignment due during the final course. Learners must obtain an average of 70% across all courses combined in order to receive the course certificate and qualify for the ICCRC entry-to-practice examination. For this reason, it is possible for learners to obtain a grade lower than 70% in any single course, provided that all exams have been completed and the average of all four courses is more than 70%. CBIE does not offer exemptions from particular requirements of the program. Learners must complete all four courses.

### **II. DOCUMENTS AWARDED**

Upon passing the program, learners will receive a digital certificate of completion that bears the CBIE seal. Learners will also receive a digital copy of their transcript. CBIE will send hard copies of all transcripts directly to ICCRC. Learners may request a printed copy of their transcript or certificate. Please note that a \$15 administrative fee will apply for transcripts and a \$40 fee will apply for certificates of completion.

<sup>3</sup> Please note the French program is only offered once per academic year, in September.

<sup>4</sup> Acceptable reasons for quiz and exam rescheduling include medical and/or disability accommodations and unique circumstances such as pre-arranged business travel. In the latter circumstance, a letter from a supervisor detailing the reason for travel and the travel itinerary must be provided. A request to reschedule an exam or quiz for personal reasons such as family vacations or other personal travel will not be authorized.

## **e REPEATING A COURSE**

Learners who fail to obtain a minimum average of 70% across all four courses combined have the option to repeat specific courses to improve their grade. A learner may repeat a failed course only once at the time of another scheduled offering. The ability to repeat courses is subject to course availability. All courses must be successfully completed within three years from the date the learner began the program in order to obtain a completion certificate. Learners who do not obtain 70% after repeating the specific courses(s) may be required to withdraw from the program.

Learners must pay a fee of \$625 to repeat one course. All course registration deadlines and withdrawal policies will apply to returning learners. The cost to repeat a course is subject to change without notice.

## **f WITHDRAWAL POLICY**

Learners will receive a full refund, less a \$150 cancellation fee, if they withdraw from the ISIEP 21 days before the program starts.

Learners who withdraw with less than 21 days' notice must notify CBIE in writing of the reasons for the withdrawal. When notice is less than 21 days, program fees are non-refundable, except for serious reasons such as bereavement or a documented medical condition. Documented medical conditions must be supported by a letter from a practicing medical physician in Canada. In these cases, learners will be refunded on a pro-rated basis for the uncompleted portion of the program. The refund will be pro-rated from the time the doctor's letter is received by CBIE staff and the \$150 cancellation fee will apply.

If learners decide to return to complete the remainder of the program following their withdrawal, applicable program fees will be in accordance with the most current program fees, and not those of the time when they first registered.

Learners are expected to complete the ISIEP within three years. Learners who fail to do so may be required to upgrade their knowledge to meet the education requirements of ICCRC.

## **g PROFESSIONAL CONDUCT**

CBIE strives to offer a positive learning environment that respects the diversity of individuals and enforces standards pertaining to a professional place of work. Learners are expected to behave in a professional manner at all times. Learners must especially strive to be respectful when working as part of a cooperative environment, be it with other learners, instructors and program staff. CBIE reserves the right to require a learner to withdraw from the program at any time due to unsatisfactory professional conduct. Program fees will not be refunded in such cases.

## **h TECHNOLOGY REQUIREMENTS**

Learners must have access to a computer with a fast and reliable internet connection to complete the program. Learners must also have a microphone and/or headset in order to participate in live discussions. Learners will not

need to purchase additional software. Program participants will be given access to a secure online learning environment which will house all course materials, including schedules, readings, assignments, quizzes, exams and grades. The learning environment, [Brightspace by D2L](#), works best with Google Chrome or Mozilla Firefox. Computer operating systems must meet the following minimum specifications:

- PC: Windows XP SP2 Home/Pro
- Mac: Mac OS x 10.4.

## **TRANSCRIPTS AND CLOSED CAPTIONING**

Transcripts and closed captioning of pre-recorded lectures and synchronous discussions can be done on an as needed basis. If you require a transcript and/or closed captioning, please contact [isiep-peiei@cbie.ca](mailto:isiep-peiei@cbie.ca), using email subject “Transcript and Closed Captioning Request.” Pre-recorded lectures and synchronous discussions can take 1-2 weeks to closed caption and transcribe and involve the services of an external firm.

# 5 Contact Information

Getting in touch.



For more information about the program, please contact us:

**MELISSA PAYNE, MANAGER  
ALEXANDRA MCALLISTER, PROGRAM OFFICER**

Canadian Bureau for International Education  
220 Laurier Avenue West, Suite 1550  
Ottawa, ON Canada K1P 5Z9  
Tel: 613-237-4820  
Fax: 613-237-1073  
Email: [isiep-peiei@cbie.ca](mailto:isiep-peiei@cbie.ca)