List of Acronyms

CCIE  Canadian Consortium for International Education
IRCC  Immigration, Refugee and Citizenship Canada
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
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ISIEP HANDBOOK (updated Dec 2020)
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.

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. 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.1

OVERVIEW OF THE ISIEP

The International Students and Immigration Education Program (ISIEP) is an intensive 13-week online course which prepares practitioners, currently in the field of international student advising, to write the RISIA Entry-to-Practice Exam (EPE). This intensive program requires a commitment of roughly 25-30 hours per week to successfully complete all the coursework including, readings, video lectures, quizzes, assignments, discussion forums, a group project, mid-term and final exam. The learning outcomes of the ISIEP include:

- 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.

ISIEP is managed by CBIE, who works collaboratively with a team of in-service professionals from across Canada with vast experience in the field of immigration advising. Many of these professionals are ISIEP instructors. For more information about our team of instructors, you can read their biographies, available on our website.

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1 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 visit the ICCRC website.
BECOMING A RISIA

Step 1: Successful completion of the ISIEP
ISIEP is a prerequisite for all professionals who want to become RISIA. An overall grade of at least 70% is required to graduate from the ISIEP and to be eligible to register for the RISIA EPE. CBIE will liaise directly with ICCRC to provide proof of successful completion of the program.

Step 2: Passing the RISIA EPE
ISIEP graduates need to register for the RISIA EPE directly through ICCRC and fulfil all the necessary requirements. The RISIE EPE must be completed within 3 years from the date of graduation from the ISIEP, otherwise graduates may be required to upgrade their knowledge to meet the education requirements of ICCRC.

Step 3: Becoming a RISIA
Those who pass the RISIA EPE and meet all the requirements, including being employed at Designated Learning Institution (DLI) can apply for the RISIA designation. More information on becoming a RISIA can be found on ICCRC’s website.

Step 4: Yearly renewal and CPD
Maintaining the RISIA designation requires a yearly renewal, which includes payment of professional dues. RISIA are required to complete a certain number of hours of continued professional development hours (CPD) annually and are required to be employed at a DLI. For more information regarding the RISIA regulations visit ICCRC’s website.

IMPORTANT NOTES

- The RISIA profession, including the EPE, licensing and requirements are managed solely by ICCRC.
- It is illegal to provide immigration advice to international students without being regulated to do so (i.e.: you must be a RISIA or RCIC).
- Before applying for this ISIEP please ensure that you have read and understood the RISIA Registration Guide as well as the RISIA Regulations, available on ICCRC’s website.
- Contact ICCRC for more information on policies regarding leave of absence, changing employment and moving from one DLI to another.
- For those who are seeking to access the profession; or are not employed at a DLI; or planning on becoming an immigration consultant to work outside of the institutional context; there is the option of becoming a Registered Canadian Immigration Consultant (RCIC). For more info on the difference between RISIA and RCIC, please review ICCRC’s website.
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.

PROGRAM DELIVERY

The ISIEP is a thirteen-week course delivered entirely online via Brightspace by D2L, a highly intuitive and user-friendly Learning Management System (LMS). Learners have the option to complete the program in either official language. Learners should anticipate spending 25–30 hours per week to complete the necessary coursework. The curriculum is delivered through online readings and videos; discussion forums; and live webinars with the instructors on a weekly basis. All activities, such as quizzes, assignments and exams must be completed within the online learning platform.

Highly skilled and experienced instructors support learners throughout the program, and ensure that learners get an interaction that is equivalent to learners completing an in-class program. The program aims 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.
The International Students and Immigration Education Program (ISIEP) is an intensive 13-week online course which prepares practitioners, currently in the field, to write the RISIA Entry to Practice Exam. Participants will learn about the Immigration Consultants of Canada Regulatory Council (ICCRC), Immigration, Refugees and Citizenship Canada (IRCC) and key resources and documents that define or impact the role of a RISIA. The course is divided into three main components: Foundations (modules 1-7), Knowledge (modules 8-14) and Application and Practice (modules 15-17). Each module has a number of sections, which outlines a particular element or concept. A detailed overview of the modules and sections is available in the ISIEP website (see ISIEP Course Outline).

I. FOUNDATIONS

Modules 1-7 introduces the foundations of Canada’s legal system, including related terminology and concepts that shape the application of laws and the rights and responsibilities of the parties involved in making and assessing immigration applications.

II. KNOWLEDGE

Subsequently, Modules 8-14, focuses on specific information regarding types of application, how applications are assessed, and the pitfalls and common reasons for refusals. There is a considerable amount of information to be covered in this course specifically, and so students are encouraged to participate in live classrooms and online discussions to support and strengthen their learning.

III. APPLICATION AND PRACTICE

Lastly in modules 15-17, participants will learn about the practice of immigration advising for students and their dependents, including forms, different models of advising, and how to build professional networks to support continuous learning and to develop expertise in the field.

In each component of the course, participants will be instructed on the professional and ethical obligations they will be required to follow once they have received their designation as a RISIA. In addition to the regulatory frameworks that affect students and their dependents, participants will be introduced to best practices in advising and the application of the laws, regulations and policies.

Throughout the program participants will review the ICCRC Code of Ethics and learn about the importance of staying current and informed of changing immigration laws. Participants will be tested on their synthesis of the concepts covered by way of knowledge checks at the end of each section, and with assignments which focus on student immigration scenarios.
### APPLICATION PROCESS

**Step 1: Complete the online application**
Applicants must complete the online application, which includes uploading all required documents (see list below under admission requirements). Visit our [website](#) and select the “Apply Now” button to apply for one of our upcoming cohorts and to view each cohort’s respective application and payment deadline date. Please note that CBIE will start reviewing ISIEP applications 4 weeks prior to the start of each respective cohort. Thereafter, applications are reviewed on a weekly basis so you should receive a follow up message within roughly 10 business days of application submission.

**Step 2: Conditional acceptance & program payment**
Once the application has been reviewed and approved, applicants will receive a Conditional Acceptance via email. This conditional acceptance will be pending upon the full program payment. Please note that the program fee must be paid in full before the cohort’s respective application/payment deadline to secure your seat in the selected cohort. When the payment has been processed the seat will be secured in the cohort. Applications will be declined if applicants do not meet eligibility criteria.
If you do not receive either a conditional acceptance or follow up message within 10 business days of application submission please contact isisp-peiei@cbie.ca as it is possible that the messages are being blocked or being sent into your spam/junk folder.

**Step 3: Confirmed enrollment**

Upon receipt of the full program payment, applicants will receive an email confirming their enrollment. This message will contain details on how to access the online learning platform and link to attend the ISIEP Orientation (dates are available in the ISIEP calendar on our website).

**PROGRAM FEES**

The program fees are indicated on our website. The fee includes all required course materials. Learners must pay the full fees before the start of the program, or they will lose their seat in the cohort.

**ADMISSION REQUIREMENTS**

CBIE aligns their eligibility criteria for the ISIEP course, as listed below, with those of the RISA certification, which are established by ICCRC:

- Canadian Citizen or Permanent Resident. You will need to upload proof of citizenship or residency into the online application.
- Employed at a designated learning institution (DLI) in Canada. Please follow the link to verify if your institution is a DLI. Note that all primary and secondary schools in Canada are DLI.
- Professional working in the education sector, whose responsibilities include international student advising. You will need to submit an employment verification letter and current job description.
- Enroll in ISIEP for the purpose of skills upgrade in the current institutional role. Unfortunately, it is not a pathway program to a career in international student advising, but rather a professional development program for those who are already working in this field at a DLI.

Those seeking to access the profession; and/or who are agents; and/or not employed at a DLI; and/or who plan to offer immigration consulting services outside of the educational institution; have the option of becoming a Registered Canadian Immigration Consultant (RCIC). For more info visit [ICCRC’s website](https://www.iccrc.org/).  

**TECHNOLOGY REQUIREMENTS**

An internet connection along with a desktop or laptop computer with audio capabilities (speakers and microphone) is required for this course. Webcam is optional. Learners will not need to purchase additional software. Program participants will be given access to a secure online learning environment which will house course schedules, readings, assignments and grades. Computer operating systems must meet the following minimum specifications: PC: Windows XP SP2 Home/Pro. or Mac: Mac OS x 10.4.

Please note that this online learning platform, Brightspace, is not designed for tablets or mobile phone. Please do not attempt to complete this course on these devices because you will be likely to encounter difficulties with some functionalities, for example uploading assignments into the Dropbox. Please note that your participation and progress through the course material is visible to the instructors at all times.
PROGRAM OFFERINGS

CBIE aims to offer the program at least twice per academic year in English and once in French. 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.

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

PROGRAM COMPLETION REQUIREMENTS

Learners must complete all mid-term exams and the final exam as well as submit the final group assignment. Learners must obtain an average of 70% in order to receive the course certificate and qualify for the ICCRC entry-to-practice examination. CBIE does not offer exemptions from particular requirements of the program. Learners must complete all modules and assessments.

GRADING POLICIES

All assessments are marked by instructors who take care to be correct and fair in their grading. Learners are encouraged to contact their instructor if they would like advice on how they can improve their academic performance. 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 within one week of receiving your grade so that it may be adjusted. A detailed grading scheme will be provided in the ISIEP Learners’ Manual, which learners will receive once enrolled in the course.
LATE SUBMISSIONS

Quizzes, Mid-term and Exam
All due dates are shown in the ISIEP, available directly from the online learning platform. All quizzes, mid-term and exams must be completed by the due date/time identified in the ISIEP Calendar. 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. Missed quizzes, mid-term and exam will be given a score of 0 and learners will not have access to the questions thereafter.

Assignments
Late submissions for assignments will be dealt with on a case-by-case basis. Please notify your instructor well in advance to avoid any grade deduction. If you do not provide any notification to your instructor a 10% deduction will automatically apply to assignments submitted after the Saturday deadline, up until the subsequent Live Classroom. Once the Live Classroom of that week has occurred, late submissions will not be graded and will therefore receive a mark of zero.

ACADEMIC INTEGRITY

A breach of academic integrity is any word or deed done alone or with others with the direct or indirect intention of obtaining an undeserved advantage or benefit for oneself or other learners and includes, but is not limited to: cheating, plagiarism, unauthorized collaboration, lying, misrepresentation, falsification and alteration of documents. Plagiarism is considered to be the use of ideas, phrases or parts of phrases, images, tables, etc., from a given source (e.g., written publication, book, website, colleagues or others) that are incorporated into the body of work without any mention of the source by way of references, footnotes or endnotes. Sanctions for breaches of academic integrity may include the following:
- failure of an assignment, examination or course;
- suspension from the program for a specified period of time;
- or expulsion from the program.

NOTE: No supplemental examination or work will be granted in cases where any of the above infractions have been committed. Please cite your sources at all times!

PARTICIPATION AND EXPECTATIONS

Learners taking the program should expect to spend between 25–30 hours per week to complete the coursework, depending on their degree of experience in the field. Learners are required to complete all aspects of the course, including:
- viewing/reading all the content of the weekly modules
- submitting all assignments
- collaborating in a timely, diligent and professional manner with classmates to complete the group project
• reviewing all of the content available in the ISIEP Library
• becoming familiar with all of the key web links provided
• completing all the quizzes, mid-term and the final exam
• posting all questions regarding the course modules and upcoming/past assignments in the respective week discussion forums
• joining/viewing all scheduled Live Classrooms
• other, as required

COMMUNICATION

Learners are encouraged to post all course-related questions in the General Discussion Forum so that the entire class may benefit from the discussion. For personal or confidential matters, send an email to your instructors, who will try to reply within 24 hours.

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. Tuition will not be refunded in such cases.

Students are welcome to bring scenarios or questions they have relevant to their work; however, we ask that you limit your questions to the current topics in the course.

Please avoid putting the instructors in the situation of ‘advising by proxy’, by taking information that they provide, and relaying this information to your students. This is still considered advising and is not permitted until you have received your designation. Information provided by the instructors regarding your specific questions is for your learning only – not to be give as advice to students.

WITHDRAWAL POLICY

A withdraw from the ISIEP must be provided in writing to the CBIE, via isiep-peiei@cbie.ca.

Applicants who withdraw before the application deadline date of the respective cohort will receive a full tuition refund, without any additional charges.

Applicants who withdraw within the first 14 days of the official cohort start date will receive a full tuition refund, less a $300 cancellation fee.
Thereafter, the program fees are non-refundable, except for serious reasons such as bereavement or a documented medical condition. Notwithstanding the foregoing, we may provide a full or partial refund, less the cancellation fee, at our sole discretion on a case-by-case basis for exceptional circumstances.

A letter from a practicing medical physician in Canada must support documented medical conditions. In these cases, the Program Fees may be refunded on a pro-rated basis, less the cancellation fee, for the uncompleted portion of the cohort, which shall be calculated from the date we receive the notice of your withdrawal and supporting documentation.

Enrollment in a future ISIEP cohort is certainly welcomed and will be evaluated on a case-by-case basis and subject to our sole discretion. Fees will be charged in accordance with the most current program fees, and not those applied upon the original registration.

**DEFERRAL POLICY**

To defer from one ISIEP cohort to another, you must provide notice in writing to the CBIE, via isiep-peiei@cbie.ca.

Applicants can defer, without any additional charges, up until the application deadline date of the respective cohort.

In the cases of serious reasons such as bereavement or a documented medical condition, learners can opt to defer their application to the following offering rather than withdraw from the program. Following the official start date of the respective cohort a deferral fees of $300 will be charged.

Deferrals might be subject to additional charges, should a program fee increase occur between the original and deferred cohort. Applicants will be invoiced accordingly. Any such deferrals evaluated on a case-by-case basis and subject to our sole discretion.

Learners are required to restart the program from the beginning of the new cohort. Learners are expected to participate fully in all aspects, complete all quizzes, resubmit assignments and follow the pace of the cohort. The grades of the learner will not be transferred into the deferred cohort.
ISIEP CONTACT

For more information visit our website or contact us:

isiep-peiei@cbie.ca

We are happy to answer your questions.