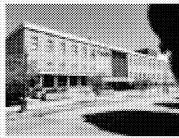


# 10-Day SOS - TFW in WT



■ This page is presented by Program Delivery in WT for *internal reference* by officers delivering the Temporary Foreign Worker program in the Vancouver and Edmonton delivery sites. It is part of the TFW in WT Reference Pages.



## Contents [hide]

- 1 Background
- 2 Determining Eligibility for 10 Day Speed of Service- Priority Processing
  - 2.1 Ineligible Employers
  - 2.2 Highly Paid
  - 2.3 Short Duration
  - 2.4 Skilled Trades
  - 2.5 Exclusions/De-Selections
- 3 Actioning Priority Processing Files (10 Business day Speed of Service)
- 4 Actioning 10 Day SOS Files not Originally Identified
- 5 Tools
- 6 See Also

## Background

On June 20, 2014 former ESDC Minister Jason Kenney announced an overhaul of the Temporary Foreign Worker Program that including several changes that affect the initial pre-screening process of incoming LMIA's, known as triage. This guidance provides information on how to identify and action applications that are eligible for priority (10 day speed of service) processing under the June 20th changes.

## Determining Eligibility for 10 Day Speed of Service- Priority Processing

For an application to be eligible for priority processing the request position must meet one of the three criteria defined in detail below:

- Be Highly Paid
- Be for Employment of a Short Duration & High Wage
- Be a Skilled Trade & High Wage

See Priority Process (10 Day SOS) Directive [Updated](#)

### Ineligible Employers

- Officers should first consult the departmental [Blacklist](#).

### Highly Paid

Wage offered for the requested occupation falls within the top 10% of wages earned by Canadians/permanent residents in a given province or territory as identified here: [90% Percentile Hourly Wages by Province/ Territory](#).

### Short Duration

Equal to or less than 120 calendar days of work.

- Employment duration is 120 calendar days or less
- Applicable for any occupation
- Wage offered for the requested occupation is at or above the provincial/territorial hourly median wage as identified in Provincial/Territorial Hourly Median Wage Rates [↗](#)

### Skilled Trades

- Any occupation listed here: [Skilled Trades Eligible for Priority Processing](#) [↗](#)
- Wage offered for the requested occupation is at or above the provincial/territorial hourly median wage as identified in Provincial/Territorial Hourly Median Wage Rates [↗](#)

### Exclusions/De-Selections

LMIA applications should be removed from priority processing for the following reasons:

- The LMIA application is missing information;
- Additional time is required for consultation or clarification with the employer; OR
- The LMIA application has triggered an inspection.

### Actioning Priority Processing Files (10 Business day Speed of Service)

- Applications which are eligible for priority processing must be identified in [REDACTED] at the Incoming stage. This allows these urgent applications to be filtered to the top of the LMIA prep queue along with other urgent applications. [REDACTED]
- Once identified in [REDACTED] applications eligible for priority processing must be screened for completeness, and determined not to fall under the category of Refusal to Process for Previous Revocations. See related procedures for Incomplete Applications- TFW in WT and Refusal to Process- TFW in WT.

**Note:** Applications identified as incomplete, but that would otherwise qualify for priority processing, should be prioritized when sending emails re: Incomplete Applications. This facilitates a faster response time for employers to resubmit urgent applications. [REDACTED]

[REDACTED] Please consult your TL if further clarification is required.

- See Seasonal, Carnival and Special Circumstance Applications- TFW in WT
- During the Registration process applications that meet one of the three criteria for priority processing must have the "10 business day speed of service" [REDACTED] for the application processed within 10 business days. Additionally the [REDACTED] See [REDACTED] Registration of Applications - TFW in WT

### Actioning 10 Day SOS Files not Originally Identified

- In cases where a 10 Day SOS file is not identified at the point of Incoming and has reached a 5 day (or more) mark between received date and checking the 10 Day indicator an email must be sent to the File Distribution Coordinator. [Click here to send an email.](#) [↗](#)
- The email should include the tombstone data along with a brief note describing the reason for the delay.

### Tools



- [Cap calculator](#) [↗](#)

- [Incomplete letter/insert- English](#)
- [Incomplete letter/insert - French](#)
- [Hourly Wage Rate Converter](#)
- [Triage Checklist](#)
- [Triaging Incomplete Application Letter/Insert- English](#)
- [Triaging Incomplete Application Letter/Insert - French](#)

### See Also

- [Triage Q & A from Business Expertise](#)
- [10-Day SOS - Q & A](#)

Click the Whiteboard to report broken links or ask a question about this page:



Categories: [TFW Program - WT Region Reference Pages](#) | [All Service Officer Topics - TFW in WT](#) | [LMIA Prep - TFW in WT](#) | [Incoming - TFW in WT](#)

# WAGE CALCULATOR FOR NOC

EMPLOYER  
 OCCUPATION  
 DATE

<b>Yearly&gt;wth./wk./day/hr.</b>	
<i>Yearly</i>	
<i>Days per wk.</i>	
<i>Hrs per wk.</i>	
Monthly	0.00
Weekly	0.00
Daily	0.00
Hourly	0.00

<b>Daily&gt;yr./mth./wk./hr.</b>	
<i>Daily</i>	
<i>Days per wk.</i>	
<i>Hrs per wk.</i>	
Yearly	0.00
Monthly	0.00
Weekly	0.00
Hourly	0.00

<b>Hourly&gt;yr./mth./wk./day</b>	
<i>Hourly</i>	
<i>Days per wk.</i>	
<i>Hrs per wk.</i>	
Yearly	0.00
Monthly	0.00
Weekly	0.00
Daily	0.00

<b>Monthly&gt;yr./wk./day/hr.</b>	
<i>Monthly</i>	
<i>Days per wk.</i>	
<i>Hrs per wk.</i>	
Yearly	0.00
Weekly	0.00
Daily	0.00
Hourly	0.00

Priority Process (10 Day SOS) Directive – NHQ document #11

Ineligible Employers '**Blacklist**'

[http://www.esdc.gc.ca/eng/jobs/foreign\\_workers/employers\\_revoked.shtml](http://www.esdc.gc.ca/eng/jobs/foreign_workers/employers_revoked.shtml)

**Highly Paid:**

90% Percentile Hourly Wages by Province /Territory:

[http://www.esdc.gc.ca/eng/jobs/foreign\\_workers/reform/tables.shtml#h2.4](http://www.esdc.gc.ca/eng/jobs/foreign_workers/reform/tables.shtml#h2.4)

**Short Duration:** Provincial/ Territorial Hourly Median Wage Rates:

[http://www.esdc.gc.ca/eng/jobs/foreign\\_workers/reform/tables.shtml#h2.3](http://www.esdc.gc.ca/eng/jobs/foreign_workers/reform/tables.shtml#h2.3)

**Skilled Trades:** Skilled Trades eligible for priority processing:

[http://www.esdc.gc.ca/eng/jobs/foreign\\_workers/reform/tables.shtml#h2.2](http://www.esdc.gc.ca/eng/jobs/foreign_workers/reform/tables.shtml#h2.2)

Provincial/ Territorial Hourly Median Wage Rates:

[http://www.esdc.gc.ca/eng/jobs/foreign\\_workers/reform/tables.shtml#h2.3](http://www.esdc.gc.ca/eng/jobs/foreign_workers/reform/tables.shtml#h2.3)

**Page 6**

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

**16(2)**

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

## 10-Day SOS - Q & A - TFW in WT



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### Contents [hide]

- 1 Inspections
- 2 Wage used for 10-day eligibility
- 3 Completeness
- 4 Inactive file status
- 5 Mandatory phone call
- 6 Pending clarification from BE or NHQ
- 7 Complex assessment
- 8 Administrative error
- 9 How to Remove a file from 10 Day SOS
  - 9.1 Step 1
  - 9.2 Step 2
  - 9.3 Step 3

## Inspections

- ***Can a file be removed from 10 day SOS processing if the LMIA has triggered an inspection or ECR?***

An ECR or an inspection takes precedence over the 10-Day Speed of Service. Any file triggering an ECR or inspection should be removed from the 10-Day Speed of Service and the appropriate flags/notes created.

## Wage used for 10-day eligibility

- ***In assessing the 10 day SOS does the officer look at the prevailing wage for the occupation in the geographical region or the wage offered?***

The wage offer is compared to the Provincial/Territorial Median Wage Rate to determine eligibility for the 10-Day Speed of Service.

## Completeness

- ***Should a file be removed from 10 day SOS if it is incomplete (ex. missing information/incomplete/missing information on questions?)***

To be eligible for the 10-Day Speed of Service a file must be complete. Any file that is missing required information should be triaged as an incomplete application and not registered in FWS.

A file received by an assessing officer with incomplete or insufficient information to be reasonably assessed within the 10-day time frame should be removed from the 10-Day Speed of Service queue.

## Inactive file status

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- ***When an Officer hits the [REDACTED] does this stop the clock on the file – will this impact the 10 day SOS? Should we be using the [REDACTED] on Priority Processing files at all?***

The [REDACTED] should not be used when processing 10-Day Speed of Service files. If the collection of additional information/consultation will take longer than 10 days, the file should be removed from the 10-Day Speed of Service queue.

## Mandatory phone call

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- ***Some regions require a mandatory phone call to the ER while others do not – Is it fair to the employer for one region to take a file out of the 10 SOS processing due to the fact that the employer could not be reached for a phone while another region will issue a decision without contacting the employer?***

When an Officer receives a 10 day SOS file, the expectation is to make “initial contact” with employer within 48 hours of the file assigned to your work workload. During the initial contact, the PO can either conduct the phone interview or make an interview appointment with employer so that employer is aware that an officer has been assigned to his application.

Officers should make efforts to contact the employer through all available methods (phone, fax, e-mail, etc.) and may also contact the Third Party Representative where an employer is not available.

## Pending clarification from BE or NHQ

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- ***Can we remove a file from priority processing if there is a question (related to the file) that has been raised to BE or NHQ?***

Yes, a file can be held until clarification has been provided.

## Complex assessment

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- ***Can a file be removed from priority processing where complex assessment is required?***

Yes, where additional time is required to discuss application with employer (e.g. transition plan) the file may be removed from priority processing

## Administrative error

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- ***If there is an administrative error by the program and the file was not registered in a timely fashion, can the file be removed from priority processing?***

No, where an internal administrative error occurs, the file should be processed according to the priority processing policy's 10 day SOS and every effort should be made to meet that time frame.

## How to Remove a file from 10 Day SOS

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- ***How do I remove the 10 day SOS indicator from a file?***



**Pages 9 to / à 10  
are withheld pursuant to section  
sont retenues en vertu de l'article**

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