



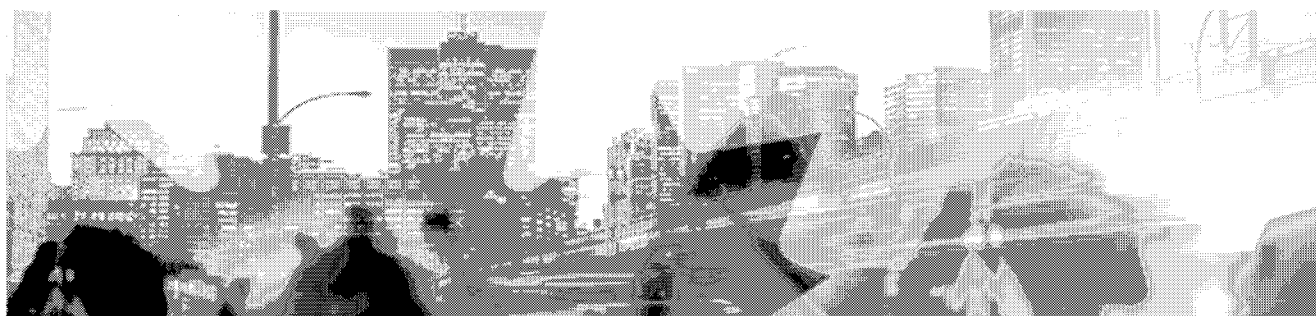
# Global Skills Strategy Dedicated Service Channel

## Orientation for Referral Partners

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## OBJECTIVES

- ❖ Situate IRCC and ESDC roles and responsibilities in the Global Skills Strategy context
- ❖ Walk through the process envisioned for referral partners to make referrals to IRCC's Dedicated Service Channel
- ❖ Discuss strategies for ensuring flexibility and responsiveness in the referral process and mechanisms for maintaining lines of communication between IRCC and referral partners
- ❖ Answer questions!



# GLOBAL SKILLS STRATEGY – FOUR PILLARS

<p><b>Two-week Service Standard</b> To support economic growth &amp; improve predictability</p>	<p>Work permits for high-skilled talent will be processed in two weeks or less.</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>IRCC-led</b></p>
<p><b>Work Permit Exemptions</b> For short duration, high value work</p>	<p>Skilled workers and top research talent are able to come work in Canada for short periods with less red tape.</p>	
<p><b>Dedicated Service Channel</b> For employers bringing significant investment to Canada</p>	<p>Departmental staff ready to guide employers through the immigration process to help meet their specific needs.</p>	
<p><b>Global Talent Stream (ESDC)</b> For skilled occupations in shortage and for employers with unique talent needs</p>	<p>Processing global talent applications from Canadian employers in 10 business days, while tracking benefits for Canadians on job creation, knowledge and skills training investments.</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>ESDC-led</b></p>

## DEDICATED SERVICE CHANNEL – AT A GLANCE

### DEDICATED SERVICE CHANNEL (DSC) MANDATE

- Provide employers making **significant investments in Canada or top academics** with a dedicated client service channel at IRCC to facilitate<sup>1</sup> their immigration needs.

### ACCESS TO THE DSC

- Only companies or research chairs that are selected by designated **referral partners**, established via bilateral (IRCC-referral partner) or trilateral (IRCC-ESDC-referral partner) Memoranda of Understanding (MOUs), can access the DSC.

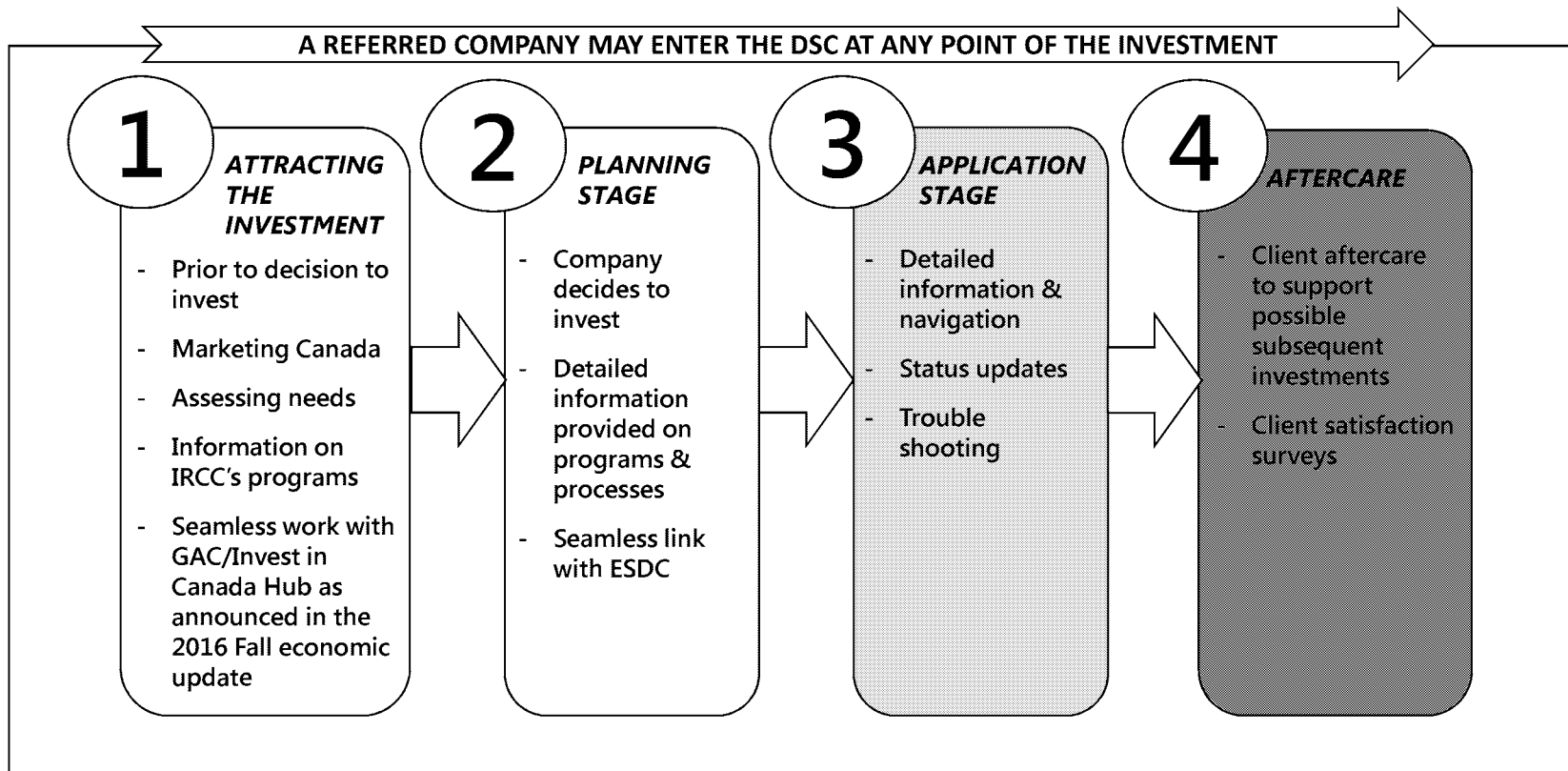
### DSC SERVICES PROVIDED

- Referred companies will be linked with a dedicated **“account manager”** within the DSC at IRCC.
- They will provide services such as:
  - ✓ Information on available immigration program options;
  - ✓ Explanation of processes;
  - ✓ Linking investing companies to relevant operational staff in Canada or abroad (where applicable<sup>2</sup>); and
  - ✓ Serving as a coordinating point of contact to ensure smooth processing and communication (including with ESDC and other government departments, as necessary).

<sup>1</sup> The DSC is not responsible for processing applications.

<sup>2</sup> For case-specific advice and troubleshooting.

## DEDICATED SERVICE CHANNEL – REFERRAL CONTINUUM



## DEDICATED SERVICE CHANNEL – REFERRAL CRITERIA FOR IRCC

### 1. SIGNIFICANT INVESTMENT

DSC is available only to entities making **significant investments** (monetary and/or job creating).

- **(For companies)** A significant investment is a new endeavour in an existing firm's operations, or the entrance of a firm that is beginning operations in Canada that will result in a substantial improvement to the Canadian, provincial/territorial, regional or local labour market or economy, without displacing jobs for Canadians.
- **(For researchers)** A significant investment means the recruitment of international academic talent through research chairs programs that support Canadian universities in their efforts to build on Canada's growing reputation as a global leader in research and innovation.



### 2. REFERRAL CATEGORIES<sup>1</sup>

- **Category A - High value investment, OR**
- **Category B – High potential & high growth firms, OR**
- **Category C – Innovative companies (same as ESDC's Global Talent Stream), OR**
- **Category D – Research chairs**



### 3. FOREIGN TALENT NEEDS



**REFERRAL TO DSC**

<sup>1</sup> See next slide for additional information on each Category.

## DEDICATED SERVICE CHANNEL – REFERRAL CRITERIA FOR IRCC (CATEGORIES)

### 2. REFERRAL CATEGORIES

- **Category A - High value investment, OR**
- **Category B – High potential & high growth firms, OR**
- **Category C – Innovative companies (same as ESDC’s Global Talent Stream), OR**
- **Category D – Research chairs**

<b>CATEGORY A: HIGH VALUE INVESTMENT</b>	<b>CATEGORY B: HIGH POTENTIAL/HIGH GROWTH</b>	<b>CATEGORY C: INNOVATIVE COMPANIES</b>	<b>CATEGORY D: RESEARCH CHAIRS</b>
<ul style="list-style-type: none"> <li>• By a foreign or multinational company in Canada.</li> </ul>	<ul style="list-style-type: none"> <li>• A start-up company for which the recruitment of highly-skilled foreign talent is anticipated to positively impact the company’s growth; <b>OR</b></li> <li>• A company with proven market acceptance and the capacity for accelerated growth that will have a significant impact on the Canadian economy.</li> </ul>	<ul style="list-style-type: none"> <li>• Same criteria as ESDC’s Global Talent Stream<sup>1</sup>.</li> <li>• If a company referred by the referral partner is an innovative company in accordance with the relevant criteria, IRCC will also link the company to Employment and Social Development Canada’s Temporary Foreign Worker Program to offer Global Talent Stream information.</li> </ul>	<ul style="list-style-type: none"> <li>• Holders of Canada Excellence Research Chair positions or Canada 150 Research Chairs at Canadian universities, nominated for their research excellence and partially or wholly funded by the federal government.</li> </ul>

<sup>1</sup> Eligibility criteria for the Global Talent Stream include:

- Firm is operating in Canada; firm has a focus on innovation; firm has a willingness to grow; firm is seeking to scale up

## DEDICATED SERVICE CHANNEL – REFERRAL PROCESS

**ENSURE REFERRED CLIENTS ARE CONSULTED PRIOR TO REFERRAL TO IRCC AND ESDC**



**ALL REFERRALS MUST BE SENT TO: IRCC.DSC-MSR.IRCC@CIC.GC.CA**

### **INFORMATION TO BE SENT BY THE REFERRAL PARTNERS TO IRCC**

#### **ABOUT REFERRED COMPANIES:**

- ✓ State the referral partner's organization name
- ✓ Name the company being referred and provide their contact information
- ✓ Specify whether the company is Canadian or foreign
- ✓ Describe briefly whether the company is considered to be (category A) high value, (category B) high potential/high growth, or (category C) innovative
- ✓ If the company is innovative, specify whether as a trilateral MOU referral partner they are also being referred to ESDC's Global Talent Stream<sup>1</sup>
- ✓ Describe briefly how the investment meets the definition of significant investment
- ✓ Sent by [Position Title identified in the MOU]

#### **ABOUT REFERRED RESEARCHERS:**

- ✓ State the referral partner's organization name
- ✓ Name the university being referred and provide their contact information
- ✓ Describe briefly, without providing personal information, the research chair position the referral is in respect of
- ✓ Sent by [Position Title identified in the MOU]

<sup>1</sup> If a company meets the definition of an innovative company and is also being referred to ESDC's GTS, a referral partner may opt to copy ESDC on the same email as IRCC.



## OUR COMMITMENTS

- ✓ Supporting GSS referral partners with the DSC referral process
- ✓ Providing timely, clear information for referred clients on immigration system navigation
- ✓ Maintaining collaborative partnerships and seamless handoffs of clients' needs with our GSS delivery partners
- ✓ Establishing strong communication channels with our referral partners on process, shared objectives and course corrections

