

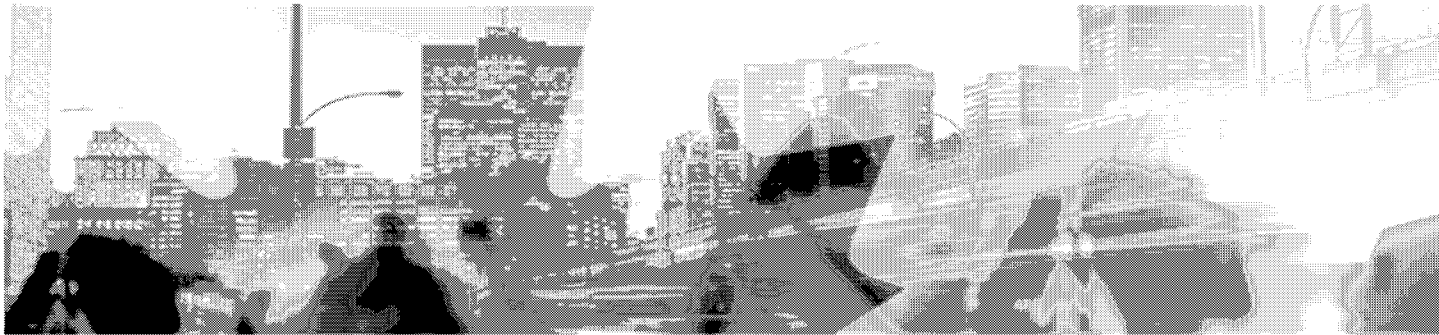


Global Skills Strategy Dedicated Service Channel

Overview for Locally Engaged Staff

October 2017

Global Skills Strategy: Context



- Canadian firms need to be able to access the skills and expertise of talented workers from around the world to succeed in the global marketplace.
- Access to talent is critical for Canadian employers, and exponentially more so for firms competing in knowledge sectors, including technology.
- As a recognized leader in economic immigration, Canada's immigration programs need to adapt to accommodate the emphasis on speed, predictability and responsiveness that increasingly drive investment decisions.
- In this context, the Global Skills Strategy launched on June 12, 2017.

Global Skills Strategy: Consultations

IRCC participated in close to 60 events with over 300 stakeholders across Canada promoting awareness of the Global Skills Strategy, soliciting feedback on the design and development of GSS policy, programs and services.

- Federal Organizations
- Provincial and Territories
- Incubators
- Legal community
- Academic Institutions
- Sectoral leaders and associations



Global Skills Strategy: Four Pillars

<p>Two-week Service Standard to support economic growth & improve predictability</p>	<p>Work permits for high-skilled talent will be processed in two weeks or less.</p>	
<p>Work Permit Exemptions For short duration, high-value work</p>	<p>Skilled workers and top research talent able to come work in Canada for short periods with less red tape.</p>	IRCC
<p>Dedicated Service Channel 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>Global Talent Stream (ESDC) For skilled occupations in shortage and for employers with specialized 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>	

The following slides will explain IRCC's pillars and roles

TWO WEEK SERVICE STANDARD

PURPOSE

This is a commitment to provide two week work permit processing for high-skilled workers under the International Mobility Program.



ELIGIBILITY CRITERIA

- E-application submitted on June 12, 2017 or later;
- Application submitted outside of Canada;
- Foreign national has an employer-specific job offer in a NOC 0 or A position; **or**,
- Is applying from outside of Canada and/or has been identified within ESDC's Global Talent Stream.



EXPECTED OUTCOMES

- Improved speed and responsiveness;
- Greater predictability for both employer and prospective recruits;
- Canadian employers gain an edge in recruitment;
- Canadian workers benefit from knowledge transfer and new economic opportunities.

WORK PERMIT EXEMPTIONS

PURPOSE

GSS's Work Permit exemptions allow short-term entry (up to 30 days) for high-skilled workers and provide similar facilitative measures for researchers (up to 120 days).



ELIGIBILITY CRITERIA

- **High-skilled workers:**
 - Foreign nationals coming to work in professional and managerial occupations (NOC skill type 0 or skill level A);
 - Coming to perform work for up to 15 or 30 consecutive calendar days and have not been granted an exemption under this public policy in the last 6 or 12 months (depending)
- **Researchers:**
 - Coming to perform research at a Canadian publicly-funded, degree granting institution or affiliated research institution;
 - Coming to perform work for up to 120 days and have not been granted an exemption under this public policy in the last 12 months



EXPECTED OUTCOMES

- Reduced administrative burden on employers and research institutions that need workers on a short-term basis to meet deadlines, expand operations or perform research.

DEDICATED SERVICE CHANNEL

PURPOSE

The Dedicated Service Channel (DSC) provides select employers making **significant investments in Canada or top academics** with personalized client service at IRCC to facilitate their immigration needs.¹ Eligible companies are linked with a dedicated “account manager” who can provide the following range of services:

IN-SCOPE SERVICES

- ✓ Provision of general information on immigration programs.
- ✓ Case-specific advice and troubleshooting (where authorized).
- ✓ Seamless connections for the employer with other relevant client services within IRCC and OGDs (e.g. Service Canada).

OUT OF SCOPE SERVICES

- x Targeted Labour Market Impact Assessment exemptions.
- x Processing of applications.
- x Faster processing (unless foreign national meets the eligibility criteria for two-week processing of work permits and visas, where applicable).



ACCESS TO THE DSC

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

IRCC.DSC-MSR.IRCC@ci.gc.ca



EXPECTED OUTCOMES

- Firms are incentivized to invest in and/or relocate to Canada.
- Firms are provided with tailored client service and information to navigate the immigration system.

¹ The DSC is not responsible for processing applications.

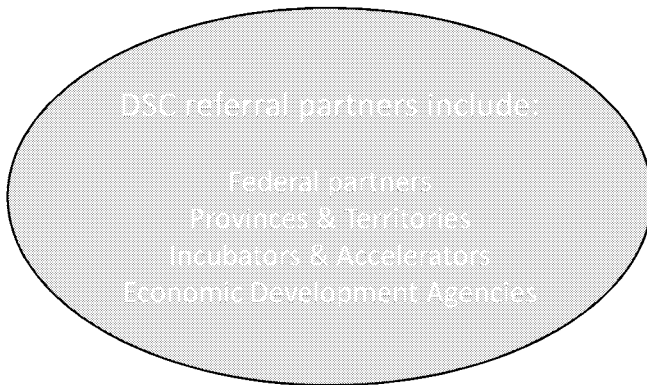
DEDICATED SERVICE CHANNEL: Referral Partners*

Bilateral Referral Partners (IRCC):

- Tri-Agency Institutional Programs Secretariat – Social Sciences and Humanities Research Council
- Toronto Global
- London Economic Development Corporation
- Waterloo Region Economic Development Corporation
- Economic Development Winnipeg
- Edmonton Economic Development Corporation

Trilateral Referral partners (IRCC and ESDC):

- Global Affairs Canada – Trade Commissioner Service
- Privy Council Office – Special Projects Team
- Innovation, Science and Economic Development Canada – Accelerated Growth Service
- National Research Council – Industrial Research Assistance Program
- Federal Economic Development Agency of Southern Ontario
- Atlantic Canada Opportunities Agency
- Government of Ontario – Citizenship and Immigration, and Economic Development and Growth
- Government of Prince Edward Island – Island Investment Development Inc.
- Government of Manitoba – Manitoba Education and Training, Immigration Division
- Government of Quebec - MIDI
- Business Development Bank of Canada
- Council of Canadian Innovators
- Information and Communications Technology Association of Manitoba (ICTAM)
- Communitech
- MaRS Discovery District
- Venn Innovation
- BC Tech Association
- Invest Ottawa
- Vancouver Economic Commission



*As of June 19, 2017. Refer to the [IRCC website](#) for the Referral Partner updates.

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 CATEGORIES¹

- **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
IRCC.DSC-MSR.IRCC@cic.gc.ca

¹ See next slide for additional information on each Category.

GLOBAL TALENT STREAM

PURPOSE

Led by ESDC, the Global Talent Stream (GTS) is a new Labour Market Impact Assessment (LMIA) stream under the Temporary Foreign Worker Program that aims to have a 10 working day service standard.



ELIGIBILITY CRITERIA

- *Category A (referral based)*: innovative companies in Canada that have positions which need to be filled with unique and specialized global talent in order for the first to scale up and grow, **and** has been referred to GTS by a designated partner (see slide 7).
- *Category B (non referral based)*: firms in Canada that need to hire highly skilled foreign workers for occupations found on ESDC's Global Talent Occupations List which have been determined to be in demand and for which there is insufficient labour supply.



EXPECTED OUTCOMES

Help provide Canadian companies that meet specific criteria with expedited access to in-demand global talent by creating a 10-day service standard for processing Labour Market Impact Assessments (LMIA)

GLOBAL TALENT STREAM - Global Talent Occupations List as of June 12, 2017*

National Occupations Classification (NOC) code	Occupation	Minimum wage requirement (annual salary)	Minimum wage requirement (hourly rate)
0213	Computer and information systems managers		Prevailing wage (PV)
2147	Computer engineers (except software engineers and designers)		PV
2171	Information systems analysts and consultants		PV
2172	Database analysts and data administrators		PV
2173	Software engineers and designers		PV
2174	Computer programmers and interactive media developers		PV
2175	Web designers and developers		PV
2241	Electrical and electronics engineering technologists and technicians	\$81,000 or higher PV	\$38.94 or higher PV
2283	Information systems testing technicians	\$78,000 or higher PV	\$37.50 or higher PV
	Digital Media Designers		
Sub-set of 5241**	**position requires a minimum of five years of industry experience and require at least one of the following skills or experiences: 3D modeling; virtual and augmented reality; animation, level editing, editor and pipeline software and tools in applicable industry; and, other specialized knowledge of software framework in applicable industry (for example, Unreal 3.0)	\$80,000 or higher PV	\$38.46 or higher PV

**List will be updated periodically (at least annually) to help expedite access to global talent*

The Dedicated Service Channel team

Housed within the Domestic Network, the DSC team acts as a focal point for the GSS, working with internal and external partners to oversee the initiative. The mailbox can be reached at IRCC.DSC-MSR.IRCC@cic.gc.ca.

The DSC team is composed of:

- an Outreach & Governance group – responsible for horizontal governance and on-the-ground outreach
- a Referral Services group – responsible for the Account Managers who provide dedicated service to referred companies/employers
- a Metrics & IMWU group – responsible for DSC reporting and officers who provide IMWU opinions

Alongside the GSS, the DSC team manages a dedicated service channel for the **Atlantic Immigration Pilot program (AIPP)** based on a similar model to the GSS's DSC. AIPP is a three-year Pilot program aimed at attracting and retaining skilled immigrants in the Atlantic region of Canada, with employers playing a key role in settlement. The AIPP DSC has been developed to facilitate more robust participation in AIPP and to sustain momentum on employer engagement. The mailbox can be reached at: IRCC.AIPP-PPICA.IRCC@cic.gc.ca.

The DSC team also manages the **International Mobility Worker Unit (IMWU)** teams in Montreal and Etobicoke. IMWU helps employers determine if the temporary worker they want to hire is exempt from the LMIA process or exempt from a work permit. As such, it closely aligns with the DSC as an employer-serving team in the Domestic Network. The mailbox can be reached at: IC-IMWU-UMIT-Toronto@cic.gc.ca and CIC-UMIT-IMWU-Montreal@cic.gc.ca.

Thank you

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