



# The New-Licensee Mentoring Program: An ever-evolving signature pedagogy for Immigration Practice in Canada



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## Abstract

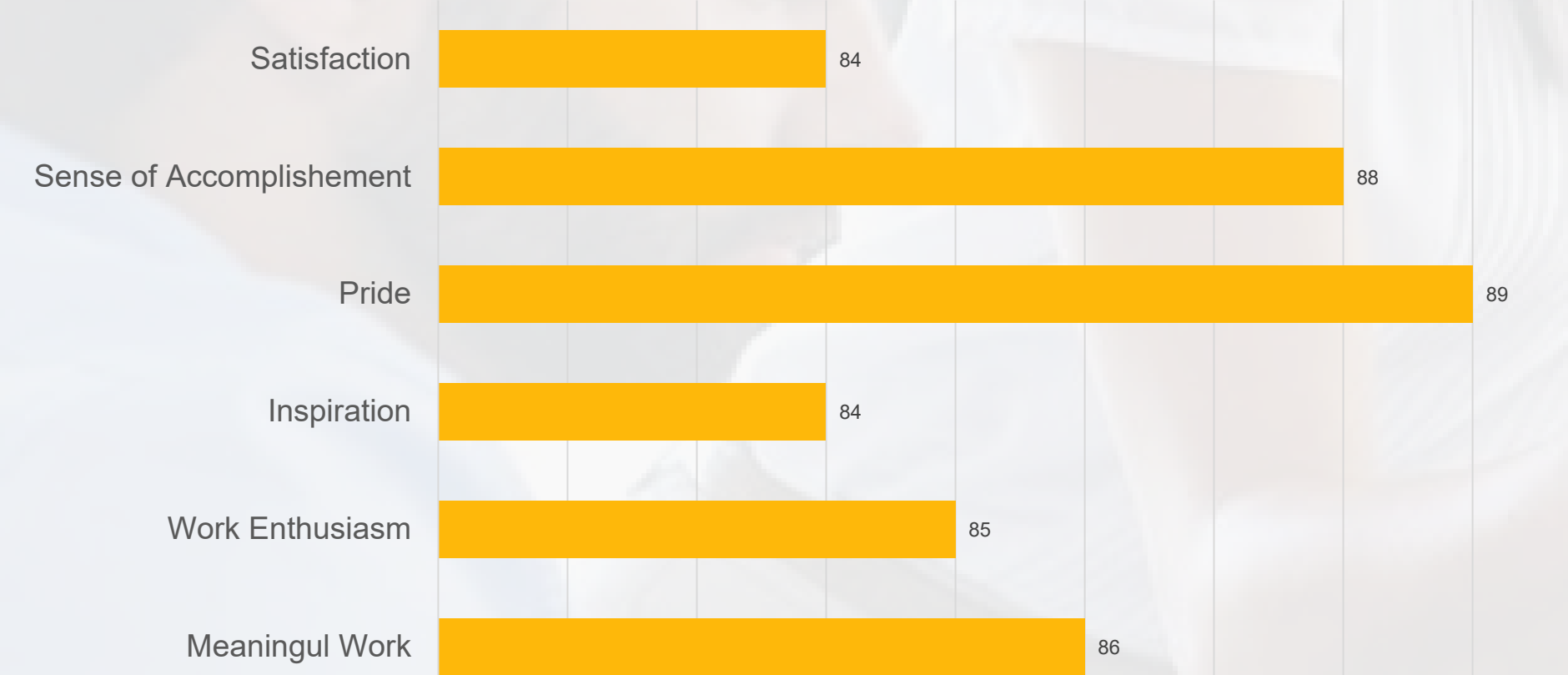
Refugees and migrants remain among the most vulnerable members of society. According to the World Health Organization, the number of immigrants is expected to grow due to poverty, lack of security, lack of access to basic services, and conflict (WHO, 2022).

Immigration practitioners have an impact on the lives of immigrants, refugees and international students and their journey to Canada. Their mandate and duty is to ensure that newcomers to Canada receive competent, safe and ethical immigration services.

This poster explores how the focus on early harm prevention and public protection led to the development of a unique and integrated supervision model. Specifically, the poster will explain the theory and framework that informed the risk-based approach the College of Immigration and Citizenship Consultants has taken to develop and implement an Integrated Mentoring Model.

## Needs Assessment

### Satisfaction with Career as Immigration Consultant



### Mentees' Areas for Guidance



## Signature Pedagogy for the Profession

The New-Licensee Mentoring Model consists of three pathways: (a) Supervised Practice Pathway, (b) Remediation Pathway and (c) Peer-to-Peer Pathway.

The first pathway of the Integrated Model, the New-Licensee Mentoring Program (Supervised Practice) for Immigration Practitioners, launched in November 2022.

The New-Licensee Mentoring Program is designed to develop competencies, quality and ethical practices expected of a professional immigration consultant, through practical experience and reflective thought. This program provides supervised practice guidance to new licensees through the completion of simulated case-based assessments. The use of simulated cases, rather than 'live' cases brought by Mentors, will provide quality assurance at the assessment level and mitigate concerns regarding co-counselling.



Outcomes for all programs include transferring knowledge to build underlying competencies, building pride and trust in the immigration consulting profession, fostering a sense of community, supporting learning and development within the profession, developing critical, core competencies required for licensees to succeed, and providing continuity between highly experienced immigration consultants and new licensees.

## Program Evaluation

### Mentees

"Helps with putting theoretical learning into actual practice scenarios".

"The program provided new licensees with access to experienced mentors who possessed extensive knowledge and expertise in their respective fields. These mentors offered valuable insights, guidance, and advice to help new licensees navigate challenges and make informed decisions. For instance, mentors shared best practices in client management, marketing strategies, and compliance requirements, equipping new licensees with practical skills and knowledge".

### Mentee Perceptions of Mentors

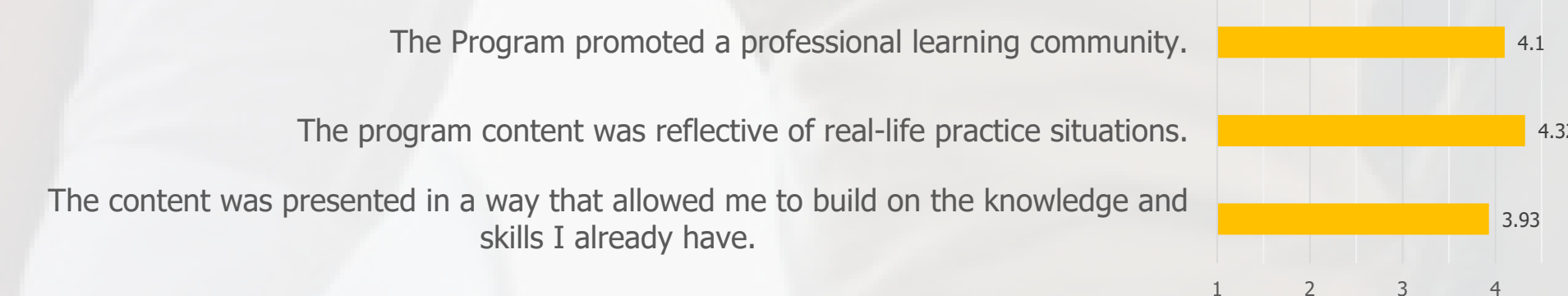


### Mentors

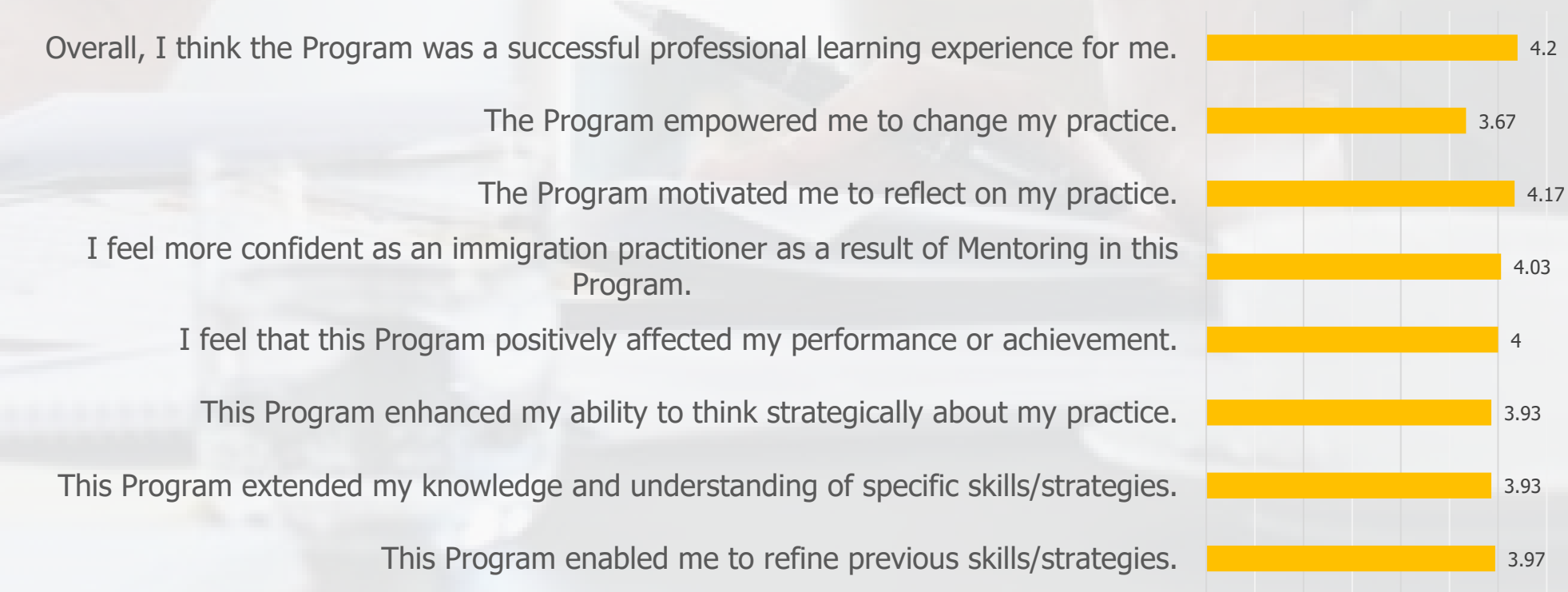
"I personally feel privileged and honoured to be a mentor in the CICC Mentorship Program and be able to share my knowledge, skills, experiences, and expertise with the new immigration consultants".

"I am of an opinion that the CICC Mentorship Program is essential for the professional growth of mentees as new immigration consultants to be...the Mentorship Program helps mentees tremendously to be prepared for their independent practice, and to feel more confident in their pursuits".

### Professional Relevance



### Knowledge, Skill and Judgement



## Conclusion

- The College Mentoring Programs addresses the College's strategic goal to standardize the quality of practice, strengthen the regulatory regime and help new licensees succeed in their careers.
- It provides licensees with real time practice that will strengthen public confidence in the immigration and citizenship consultant profession.
- Mentoring will improve the overall calibre of decision-making through enhancing the development of professional values, skills, attitudes, and judgement required to be a licensed, competent, and trusted consultant whose work is intended to protect the public interest.

### Benefits

- Public protection;
- Co-constructing communities of practice in real-time;
- Facilitating Mentee-Mentee supported learning and development;
- Collaborative approaches to practice experience activities;
- Leveraging diversity of experiences;
- Building leadership skills;
- Developing Mentor skills; and
- Building a Mentor community.

*Great opportunity to learn hands on experience from Mentor and other team members*

## Acknowledgements

- Annalisa Lochan, Business Analyst, College of Immigration and Citizenship Consultants.
- Juan Jimenez, Research Assistant, College of Immigration and Citizenship Consultants.
- All Mentors who provided their expertise and valuable time to the program.

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