IMMIGRATION CASE MANAGEMENT (ICM)

About the Program

Seneca's Immigration Case Management program prepares you to support legal practitioners, specifically immigration lawyers and licensed immigration and citizenship consultants, in their practice within the context of the broader Canadian legal framework.

The program combines specialized knowledge in immigration, refugee and citizenship law with interpersonal and administrative support skills. In addition to legal training, you will learn how to use industry-specific software to manage case files and successfully implement project goals.

The program is designed for those who have a postsecondary degree or diploma who wish to work in the Canadian immigration industry in an administrative role. Please refer to the admission requirements (https://www.senecapolytechnic.ca/programs/fulltime/ICM/admission-requirements.html#menu) for English proficiency and academic qualifications to apply.

Note: The program provides specialized training about the Canadian immigration system. However, it does not qualify graduates to provide legal advice or to practise as a regulated immigration consultant or a lawyer. In addition, it does not prepare you to write the Regulated Canadian Immigration Consultant (RCIC) entry-to-practice exam.

Credential Awarded

Ontario College Graduate Certificate

Duration

2 Semesters (8 Months)

Starts

September

Program and Course Delivery

This program is offered in Seneca's flexible delivery format, with some courses delivered online. For courses offered in the flexible delivery format, professors use innovative learning spaces and technology to teach students in a classroom or lab and broadcast in real time to students attending remotely. In flexible courses, students have the choice of coming on campus or learning online.

Skills

Throughout this program you will develop the following skills:

- critical thinking with up-to-date knowledge in immigration and refugee law, regulations, policies and application procedures
- technological expertise to manage client case files
- research and communication
- professionalism to work in accordance with the privacy and confidentiality laws and ethical principles governing legal professionals

Your Career

When you graduate from this program, these are the types of career options you can explore:

- business consulting companies
- immigration law firms
- independent immigration organizations
- public sector

Program of Study

Course Code	Course Name	Weekly Hours
Semester 1		
ICM101	The Canadian Immigration System	3
ICM103	Temporary Entry	3
ICM104	Case File Management	3
ICM106	Ethics and Professional Relationships	3
ICM107	Human Resource Management	3
ICM201	Permanent Entry and Citizenship	3
ICM205	Legal Document Production	4
Semester 2		
ICM102	Immigration Admissibility	3
ICM105	Legal Office Management	4
ICM202	Administrative Law and Tribunal Governance	3
ICM203	The Canadian Refugee Determination System	3
ICM204	Legal Research and Professional Communication	3
ICM206	Interviewing Skills and Principles	3
ICM207	Dispute Resolution and Client Service Strategies	3
ICM208	Career Planning	2

Program Learning Outcomes

This Seneca program has been validated by the Credential Validation Service as an Ontario College Credential as required by the Ministry of Colleges and Universities.

As a graduate, you will be prepared to reliably demonstrate the ability to:

- Manage respectful and collaborative professional and interpersonal relationships that align with the provisions of privacy and confidentiality laws and ethical principles governing legal professionals.
- Document and communicate information in adherence to legislation, regulation, and workplace standards.
- Maintain currency in knowledge of immigration and refugee law, regulations, policies, and application procedures to support the legal practitioner.
- Manage constraints, deliverables, timelines, and resources to meet requirements for workflow management and office administration.
- Adapt management strategies and techniques in response to the daily requirements of managing an office.
- Manage immigration case files and projects using technological tools to support collaboration, monitoring, and information distribution.

- Manage case file flow to ensure it is consistent with the requirements of the Immigration Refugees and Citizenship Canada, and the Immigration and Refugee Board.
- Research and summarize relevant statutes, regulations, and case law to support the legal practitioner.

Admission Requirements

- Ontario university or college degree or college diploma or equivalent.#Applicants with an equivalent combination of partial postsecondary and at least#two#years of related work experience may be considered for admission.#A relevant resumé and references must be provided.
- English proficiency (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/english-proficiency.html) at the postsecondary level.

Canadian citizens or permanent residents educated outside of Canada must provide a World Education Services (WES) or ICAS Canada credential evaluation.

International Student Information

International admissions requirements vary by program and in addition to English requirements (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/english-requirements.html), programs may require credits in mathematics, biology, and chemistry at a level equivalent to Ontario's curriculum, or a postsecondary degree or diploma, equivalent to an Ontario university or college. Program-specific pre-requisite courses and credentials are listed with the admission requirements on each program page. To review the academic requirements please visit: Academic Requirements - Seneca, Toronto, Canada (senecapolytechnic.ca) (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/academic-requirements.html).

Pathways

As a leader in academic pathways, we offer a range of options that will allow you to take your credential further in another Seneca program or a program at a partner institution.

To learn more about your eligibility, visit the Academic Pathways (https://www.senecapolytechnic.ca/pathways.html) web page.

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