

Downstream Responses to Changing Selection Processes

Overseas Credential Assessment

Timothy Owen

November 15th

Pathways to Prosperity Conference



World Education Services

Outline

- World Education Services (WES)
- Background to Overseas Assessment
- Overview of Services provided
- Lessons learned
- Future opportunities

World Education Services

- International Non-Profit Organization
- Founded in 1974, in Canada since 2000
- Provides verification and assessment of academic credentials earned outside of Canada
- Assessment reports used for access to employment, regulated professions and post secondary education, and recently, for skilled immigration
- Other services include:
 - Free “preview” of assessment
 - On-line resources for professionals in international education
 - Partners with agencies and institutions to support academic and labour market integration of immigrants and students



Mismatch between immigrant skills and employment

- Adult immigrants are twice as likely to have PSE as Canadian born
- Immigrants with PSE earned outside Canada are twice as likely to be underemployed as Canadian born and educated
- Reasons given by employers and immigrants are language skills, poor recognition of education, non recognition of work experience and discrimination

Background to Overseas Assessment

- Canada accepts approximately 250,000 new permanent residents annually, in several different categories
- A small number (6,000, or 2.5%) of principal applicants are selected under the Federal Skilled Worker Program (FSWP), using a points system that considers education, language skills, age, work experience, arranged employment, and adaptability
- In 2012 Citizenship and Immigration Canada announced plans to require applicants in the FSWP to include an academic credential assessment from a designated service provider in their application for immigration
- After a Call for Service Proposals, WES was one of four service providers designated
- Effective April, 2013, WES began receiving applications for FSWP clients



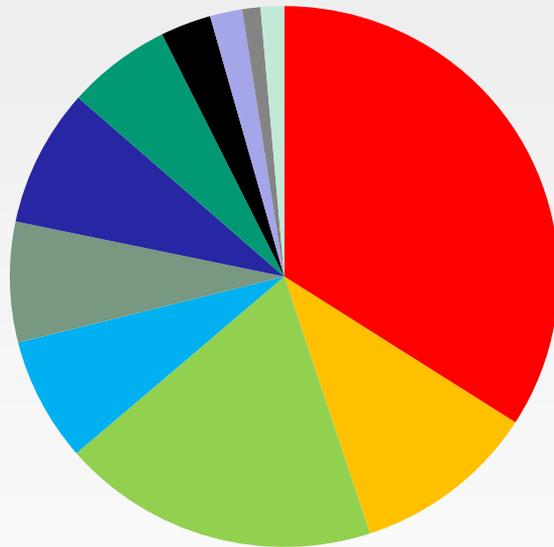
Overview of Services

- As of October 31st, 2013, 25,000 applications received from potential immigrants
 - 19,000 completed
 - 1,800 on hold, pending payment and documents
 - 1,400 received with payment but no documents
- Top 10 countries of education generally consistent with top 10 source countries of immigrants to Canada in 2011, as well as with clients who used WES services in 2012
- Service package included transcript verification and storage, so clients can use their documents again when they arrive in Canada

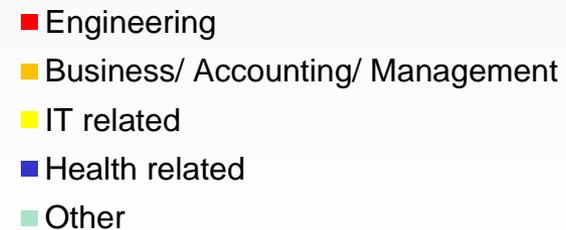
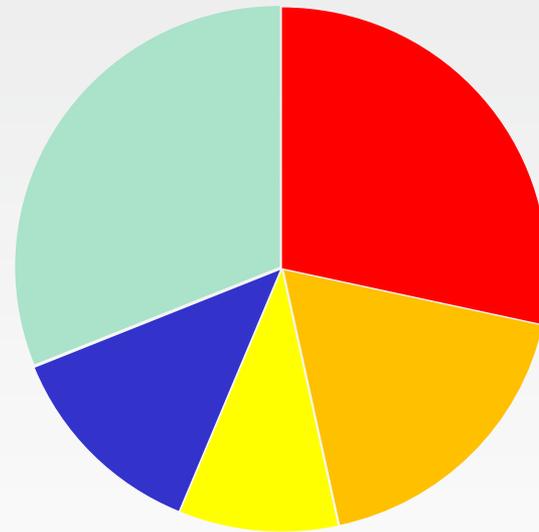


Who's applying

Region of Education



Major



FSWP clients vs. overall landings

Country of Education (FSWP)

- India (33%)
- Philippines (12%)
- **Nigeria (18)** (6%)
- Pakistan (6%)
- US (5%)
- China (5%)
- UK (4%)
- Iran (4%)
- **Bangladesh (19)** (4%)
- Egypt (3%)
- **Nepal (38)** (1%)

Source Country (2011 CIC)

- China
- Philippines
- India
- Pakistan
- US
- France
- Iran
- UK
- Haiti
- Korea
- Egypt

Some trends

- Highly educated client group, with credentials from excellent schools
- 22% have more than one credential
- Highly mobile client group; many have credentials from more than one country
- More than twice as many men as women
(Philippines is the only country where there were more female than male applicants)
- Average age is 33
- Just three cases of fraudulent credentials



Lessons Learned

- Obtaining documents poses fewer challenges if people are still in their country of education
- Time is of the essence for early applicants; in first few weeks almost all requested rush services from WES, and courier service delivery to their home country
- Regular mail delivery to some countries can take 3 months or more
- 65% applied in first 6 weeks; later applicants' demand for rush service/courier declined
- Web chat rooms are widely used to exchange information



Client Survey

- Survey approached 9,500 applicants
- 2600 responded
- 71% said WES should provide information and support for employment and/or education related services
 - 67% wanted information on educational opportunities
 - 54% on employment opportunities
 - 48% on connecting with potential employers

Future possibilities

- Individuals who are not selected as skilled immigrants likely want to come to Canada as students or under another class
- Opportunity for WES to provide direct service and/or refer them to other resources while they are overseas
- Benefits for increased collaboration with service providers and end users in Canada, both prior to individuals arriving in Canada, and afterwards
- Government designation might increase “value” of assessment reports with other end users, and broaden recognition efforts with them (e.g. employers, institutions)
- Connection with the Expression of Interest model



Questions ??

- Timothy Owen
towen@wes.org