



2012 HR-CORR 013184

MAY 01 2012

Mr. Jacobus Kriek
Matrixvisa Inc.
Manulife Place
1150-10180 101 Street
Edmonton, Alberta
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Dear Mr. Kriek:

On behalf of the Honourable Diane Finley, I am pleased to respond to your correspondence of March 28 and April 3, 2012, in which you raise concerns about the Temporary Foreign Worker Program (TFWP) and, in particular, with respect to the mandate of Human Resources and Skills Development Canada (HRSDC)/Service Canada.

I am pleased to inform you that your labour market opinion (LMO) application No. 7852457 has received a positive confirmation. Please note that LMO processing times may vary depending on TFWP streams, such as Seasonal Agricultural Worker Program and Live-in Caregiver Program, and depending on the region where an LMO application is submitted for assessment. Some regions tend to experience a delay due to the volume of applications received and processed.

In Saskatchewan, Alberta and British Columbia, HRSDC/Service Canada is quickly returning to higher levels of demand not witnessed since 2007, particularly in the skilled trades. Currently, the average processing time for LMO applications in the Service Canada Western Territories Region is 4 to 6 weeks from receipt of a complete LMO application, down from the 26-week processing time experienced a few years ago in that Region.

There are many reasons for this delay in processing, namely incomplete LMO applications and employers not always abiding by program requirements, which continue to result in increased workload for Service Canada officials. For instance, each incomplete LMO application is subject to a process requiring Service Canada officials to contact employers or third parties representing employers, notifying them of the missing or required documentation, providing them with individual information on their application, following up, documenting all communications with employers and issuing decisions. Much of this is related to additional factors now required under the amended Immigration and Refugee Protection Regulations and has been the source of extended Service Canada processing times.

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You will also be pleased to know that the TFWP will soon be introducing measures to streamline processing, including an accelerated application process and an online service for employers. The TFWP will, therefore, become more responsive to skills and labour shortages, employers will have less red tape and temporary foreign workers will benefit from enhanced protections.

Thank you for taking the time to write.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Kenyon', written in a cursive style.

Andrew Kenyon
Director General
Temporary Foreign Workers and Labour Market Information
Skills and Employment Branch