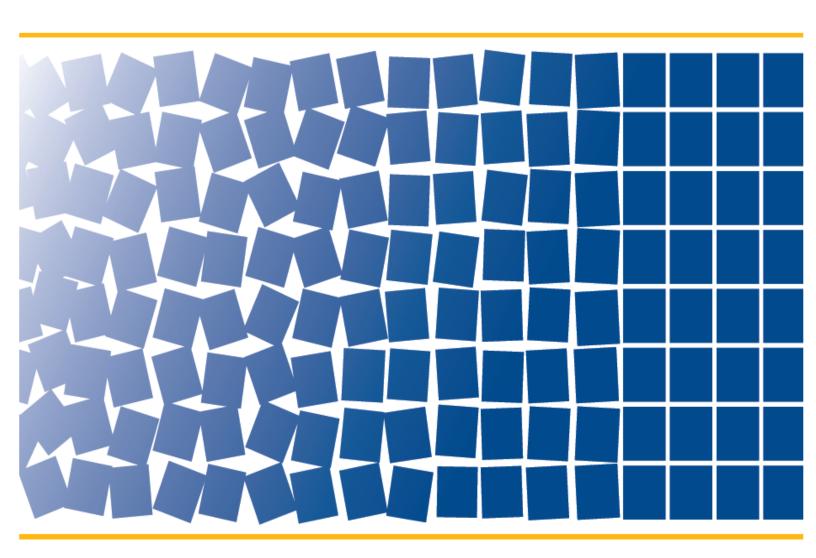# MULTICULTURALISM AND IMMIGRATION SERVICES
OPERATIONAL RECORDS
CLASSIFICATION SYSTEM

BRITISH COLUMBIA

GOVERNMENT RECORDS SERVICE

MULTICULTURALISM AND IMMIGRATION SERVICES ORCS

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

AMENDMENT REVIEW GUIDELINES

For review purposes and for ease of reading, new documents relating to this *ORCS* amendment, such as the Executive Summary for Amendment 1, Systems Section and the Summary of Changes are in all black font. Revisions to existing documents are indicated by red font.

Below this text is a guide that indicates which documents are completely new (all black font) and which are revised (revisions in red font). We hope that this helps your review process. Thank you.

USEFUL INFORMATION	NEW
EXECUTIVE SUMMARY FOR AMENDMENT 1	NEW
TABLE OF CONTENTS	REVISED
SECTION 1	REVISED
SYSTEMS SECTION	NEW
APPENDIX A – SUMMARY OF CHANGES	NEW

MULTICULTURALISM AND IMMINGRATION SERVICES ORCS

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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Key to *ARCS/ORCS* Codes and Acronyms

USEFUL INFORMATION

Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	**ARCS** = *Administrative Records Classification System* **ORCS** = *Operational Records Classification System*
Office information:	**OPR** = Office of Primary Responsibility
Records life cycle:	**A** = Active **SA** = Semi-active **FD** = Final Disposition
Active and semi-active period codes:	**CY** = Calendar Year **FY** = Fiscal Year **NA** = Not Applicable **SO** = Superseded or Obsolete **w** = week **m** = month **y** = year
Final disposition categories:	**DE** = Destruction **FR** = Full Retention **SR** = Selective Retention **OD** = Other Disposition **NA** = Not Applicable
Special flags:	**FOI** = Freedom of Information/Protection of Privacy **PIB** = Personal Information Bank **VR** = Vital Records

The following links provide additional resources for managing your information:

- *ARCS and ORCS User Guide*.

- Special schedules for records that are not covered by *ARCS* and *ORCS*.

- Legislation, policies, and standards for managing records in the BC Government.

- Tips, guides, and FAQs on related topics.

- Government Records Officer contact information.

DRAFT

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

MULTICULTURALISM AND IMMIGRATION SERVICES

Operational Records Classification System (ORCS)

Executive Summary For Amendment 1

Creating Agency
Ministry of Municipal Affairs
Immigration Services and Strategic Planning Division
Immigrations Programs Branch and Immigration Policy and Integration Branch

Amendment Change Summary
The following primaries have been significantly updated:

- 70200 COMMON RECORDS (NOT FOUND ELSEWHERE),
- 70260 IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS, and
- 70540 IMMIGRANT SELECTION AND NOMINATION PROGRAMS.

The following primaries have been removed:

- 70200 FUNDING GENERAL,
- 70240 HERITAGE LANGUAGE GRANTS and
- 70500 IMMIGRATION PROGRAMS - GENERAL.

The remaining primaries in the *ORCS* were out-of-scope for this amendment. However, they have been updated to conform with current *ORCS* standards (e.g., retention statements added).

Scope
Key amendment highlights include the following:

- add a secondary to cover the high-volume client case files created by immigrant settlement and integration service providers (70260-20),
- update the retention period and close trigger for the high-volume provincial immigration program application case files (70540-25),
- add a secondary to cover fraud tip investigations (70540-10),
- reflect the introduction of electronic case management systems by adding secondaries or revising existing secondaries,
- develop close triggers for data held in systems that reflect linkages and dependencies between cases, accounts and profiles,
- streamline the *ORCS* by developing broader classification categories (e.g., "big bucket classifications") (secondaries 70000-10 to -20),
- future-proof the *ORCS* through the use of more generic scope notes, primary and secondary titles,

Key to *ARCS/ORCS* Codes and Acronyms

- future-proof the system overviews through the use of more generic descriptions that cover legacy, current and future systems performing the same functions described in the overview, and
- update the start date of the *ORCS* and add a secondary to reflect legacy records discovered in off-site storage (70540-15).

Date Range of Records
1976 - ongoing

Notes On Application
The start date of this *ORCS* is based on the enactment of the federal *Immigration Act, 1976*, which included a requirement for the federal government to consult with the provinces on immigration planning and management.

This amendment supersedes Ongoing Records Schedule 105001 (Business Immigration Proposal Files (1979-1989)).

This *ORCS* amendment is retroactive and applies to all records, regardless of location (on-site and in off-site storage) and media, which are in the custody and control of the ministry.

Standard Appraisal Considerations
The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

Specific Appraisal Considerations
This amendment includes one secondary appraised for full retention: Program outcomes (secondary 70000-15). All other records covered by this amendment are destroyed at the end of their retention periods.

SUMMARY LIST OF NEW / AMENDED CLASSIFICATIONS

SECTION 1 - MULTICULTURALISM AND IMMIGRATION SERVICES

Classification	Classification Title	Retention
70000	COMMON RECORDS (NOT COVERED ELSEWHERE)	
70000-10	Monitoring and tracking (not covered elsewhere)	SO nil DE
70000-15	Program outcomes	SO 10y FR
70000-20	Program planning working files	SO 10y DE
70260	IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS	
70260-20	Client case files	SO 7y DE
70260-25	Service provider accounts and client profiles	SO nil DE
70260-30	Service provider files	SO 7y DE
70540	IMMIGRANT SELECTION AND NOMINATION PROGRAMS	

Key to *ARCS/ORCS* Codes and Acronyms

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

Classification	Classification Title	Retention
70540-10	Fraud tip investigations	SO 6y DE
70540-15	Legacy immigration program files	CY 5y DE
70540-25	Provincial immigration program application case files	SO 6y DE
70540-27	Provincial immigration program application profiles	SO+1y nil DE
70540-35	Provincial immigration program incomplete records	SO+30d nil DE

Endorsements

This schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound record keeping practices.

Schedule Number: 121158   Amendment Number: 201272

Schedule Developer: Sarah Shea

Endorsed by Government Records Service: Mario Miniaci, Director, Archival and Records Initiatives, 2023-12-12.

The government body endorses this schedule and its implementation: Ian Ross, Executive Director, Immigration Programs, 2024-01-11.

The government body endorses this schedule and its implementation: Carling Helander, Executive Director, Immigration Policy and Integration, 2024-01-22.

The Information Management Advisory Committee recommends this schedule for approval:

Approved by the Chief Records Officer:

END OF EXECUTIVE SUMMARY

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In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

S E C T I O N   1

M U L T I C U L T U R A L I S M   A N D   I M M I G R A T I O N   S E R V I C E S

P R I M A R Y   N U M B E R S

7 0 0 0 0   –   7 0 9 9 9

Section 1 covers records relating to the promotion, co-ordination, and provision of multiculturalism and immigration services and activities pursuant to the *Multiculturalism Act* (RSBC 1996, c. 321), *Provincial Immigration Programs Act* (SBC 2015, c. 37) and the *Canada/British Columbia Immigration Agreement*. This includes records relating to the development and the administration of immigrant settlement, multiculturalism, anti-racism and immigration policies and programs; and the provision of funding for immigrant settlement, multiculturalism, and anti-racism.

DRAFT

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

SECTION 1 TABLE OF CONTENTS

MULTICULTURALISM AND IMMIGRATION SERVICES

70000 - 70999

Key to *ARCS/ORCS* Codes and Acronyms

70000   **COMMON RECORDS (NOT COVERED ELSEWHERE)**

This primary covers records created while performing the following functions, which are common to the branches covered by this _ORCS_: program planning, evaluation and review; and monitoring and tracking.

For branch websites, see _ARCS_ secondary 340-30.
For policy development files, see secondaries 70400-30 and secondary 70700-20.

The ministry OPR is the program area responsible for the functions described above. See specific secondaries for OPR retention schedules.

70000	COMMON RECORDS (NOT COVERED ELSEWHERE)	A	SA	FD
	Except where non OPR retention periods are identified below, all non-OPR offices will retain these records for:	SO	nil	DE
-00	**Policy and procedures**	SO	5y	FR

RETENTION STATEMENT
Transfer to the government archives five years after the policy, procedure, standard, or guideline is replaced or becomes irrelevant.

SO: when the policy, procedure, standard, or guideline is replaced or becomes irrelevant

FR: The government archives will fully retain final versions of operational policy documentation because they provide significant evidence of the governance of the functions and programs described in this _ORCS_.

	-01 **General**	CY+2y	nil	DE

RETENTION STATEMENT
Destroy at the end of the third calendar year.

NOTE: Throughout this _ORCS_, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.

PIB	**-10** **Monitoring and tracking (not covered elsewhere)**	SO	nil	DE

(covers spreadsheets, lists, statistics, data, and reports used for the administration and ongoing monitoring and tracking of the various programs administered by the branches covered by this _ORCS_)
(also covers spreadsheets and data used to track applicants,

Key to _ARCS/ORCS_ Codes and Acronyms

DRAFT

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

70000	COMMON RECORDS (NOT COVERED ELSEWHERE)	A	SA	FD

clients, funded organizations, and service providers)

(does not cover applicant, client or service provider records and data managed in case management systems - these records are classified elsewhere in the *ORCS*)

(does not cover program outcome reports and related records, which are fully retained and classified under secondary 70000-15 Program outcomes)

RETENTION STATEMENT
Destroy when no longer required for monitoring, tracking, reporting and statistical analysis purposes, and if the records and data are used to track applicants, clients, funded organizations, or service providers, when a minimum of seven years has elapsed since the records were created.

SO:

- when no longer required for monitoring, tracking, reporting, and statistical analysis, and
- if the records and data are used to track applicants, clients, funded organizations, or service providers, when a minimum of seven years has elapsed since the records were created

-15	**Program outcomes**	SO	10y	FR

(covers the outcomes of the following activities: program development, planning, evaluation, review and implementation; and, covers records which describe the mandate, programs, initiatives, priorities, strategies, services, and models developed and delivered by the programs covered under this *ORCS*)

(includes annual and summary reports, studies, reviews, evaluations, plans, overviews, jurisdictional scans, discussion papers, strategies, roadmaps, frameworks, models and equivalents)

(does not cover routine and ad-hoc reports – classify those under secondary 70000-10 Monitoring and tracking (not covered elsewhere) or secondary 70000-20 Program planning working files, as appropriate)

RETENTION STATEMENT
Transfer to the government archives 10 years after no longer required for planning and research purposes.

SO: when no longer required for planning and research purposes

DRAFT

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

70000	COMMON RECORDS (NOT COVERED ELSEWHERE)	A	SA	FD

	10y:	The retention period satisfies reference needs and ensures the records are available for a sufficient period to support future program planning			
	FR:	These records are appraised for full retention because they document the evolution and outcomes of provincial immigration, multiculturalism and anti-racism programs, including programs developed in response to significant events, such as wars and pandemics.			

-20	**Program planning working files** (covers working files created while developing, planning, reviewing, evaluating, and implementing programs)	SO	10y	DE

RETENTION STATEMENT
Destroy 10 years after working file is considered closed (e.g., when the planning activity is concluded, abandoned or cancelled).

SO: when the working file is considered closed (e.g., when the planning activity is concluded, abandoned or cancelled)

10y: The retention period provides sufficient time for reference, consultation and reactivation of abandoned and cancelled planning activities.

END OF PRIMARY

70260   **IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS**

Records relating to the delivery of settlement and integration programs, by service providers to eligible clients. Examples of programs may include labour market supports, settlement and integration services, interim housing assistance, and one-time funding programs provided in responses to unique circumstances. The programs compliment federal services, meet the evolving needs of newcomers and help them maximize their economic and social participation in British Columbia.

The financial models used to select and fund organizations varies (e.g., grants or procurements).

NOTE: The classifications in this primary apply to the official copy of the records, regardless of media, and include physical files and data and documents held in systems.

For branch websites, see *ARCS* secondary 340-30.
For the *Canada/British Columbia Immigration Agreement* and related
          information on federal transfer amounts, see secondary 70400-20.
For committee files, see *ARCS* primary 200.
For legal advice and opinions, see *ARCS* secondary 350-25.
For non-program delivery contracts, see *ARCS* primary 1070.
For program planning, reporting, monitoring, evaluation, and outcomes, see
          primary 70000.
For public complaints and criticism, see *ARCS* secondary 155-05.
For reference material/topical files, see *ARCS* secondary 358-20.
For system descriptions, see the System Section.

The ministry OPR is Immigrant Policy and Integration Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

	70260 **IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS**	**A**	**SA**	**FD**
	All non-OPR offices will retain these records for:	SO	nil	DE
	-00 **Policy and procedures**	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy, procedure, standard, or guideline is replaced or becomes irrelevant.			
	-01 **General**	CY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third calendar year.			
PIB	**-20** **Client case files** (covers records created during the application phase,	SO	7y	DE

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

70260	IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS	A	SA	FD

including all application outcomes (e.g., accepted, not accepted, withdrawn, etc.) and if the applicant is accepted, the subsequent client case management phase)

(includes applications, intake forms, checklists, copies of client identification, credentials and resumes, assessments, worksheets, consent forms, confidentiality agreements, client summaries, client plans, client progress and outcomes reports, client satisfaction/outcome surveys, supporting documents, receipts submitted by clients for reimbursement, invoices submitted by service providers for payment, correspondence, etc.)

(arrange by applicant/client name or unique identifier)

RETENTION STATEMENT
Destroy cases retained in electronic case management systems when the most recent case associated with the client has been closed for seven years. Destroy all other case files seven years after closure.

SO:
- for cases retained in electronic case management systems, when the most recent case associated with the client is closed
- for all other case files, when closed

7y: The retention period provides an adequate period after case closure for quality assurance, tracking, and future eligibility determination.

DE: These case files are appraised for destruction because reports documenting funding program outcomes are fully retained under secondary 70000-15 Program outcomes.

NOTE: Enhanced system capabilities allow for the linking of cases and synchronized deletion. Alternatively, case files maintained outside of case management systems are destroyed on an individualized basis.

NOTE: Client-specific reports are maintained on the client case file.

PIB	-25	Service provider accounts and client profiles	SO	nil	DE

(covers summary account data maintained for service providers and profile data maintained for clients)

Key to *ARCS/ORCS* Codes and Acronyms

70260	**IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS**	**A**	**SA**	**FD**

RETENTION STATEMENT

Destroy service provider accounts when provider is deemed inactive (e.g., when all of their contracts have expired, when there are no outstanding complaints or issues associated with the service provider, when all of their contract case files have been destroyed, and when seven years have expired since their account was last updated).

Destroy client profiles when client is deemed inactive (e.g., when there are no outstanding complaints or issues associated with the client, when all of their client case files have been destroyed, and when seven years have expired since their client profile was last updated).

SO:

- for service provider accounts, when provider is deemed inactive (e.g., when all of their contracts have expired, when there are no outstanding complaints or issues associated with the service provider, when all of their contract case files have been destroyed, and when seven years have expired since their account was last updated)

- for client profiles, when client is deemed inactive (e.g., when there are no outstanding complaints or issues associated with the client, when all of their client case files have been destroyed, and when seven years have expired since their client profile was last updated)

NOTE: The retention period for service provider account data satisfies operational and reference requirements; meets the six-year limitation period under the *Financial Administration Act* (RSBC 1996, c. 138); and is consistent with the retention of supplier case file data maintained by Corporate Accounting Services. The retention period for client profile data is necessary for client case management, tracking and future eligibility determination purposes.

-30	**Service provider files**	**SO**	**7y**	**DE**

(covers records created during the selection process and subsequent case management of organizations funded to deliver services to clients, including funding awarded via grants and procurements)

(includes requests for proposal or other solicitation documents, applications and proposals, scoring and

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

| **70260** | **IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS** | **A** | **SA** | **FD** |

evaluation documentation, award documentation, successful applications for funding, budgets and other supporting documentation, final and modified contracts, statistical and financial reports, working files, payment schedules, payment requisitions, client surveys, notes, correspondence, audit records, etc.)

RETENTION STATEMENT

Destroy service provider selection files seven years after the selection process is complete and when all contracts associated with the selection opportunity have expired or terminated.

Destroy service provider contract management files seven years after the contract expires or is terminated and conclusion of all extensions to the contract.

SO:

- for selection files, when the selection process is complete and when all contracts associated with the selection opportunity have expired or terminated
- for contract management files, when the contract expires or is terminated and conclusion of all extensions to the contract

7y: The retention period for service provider selection activities is based on the branch's need to research previous activities during subsequent selection cycles and to account for financial and other actions it carried out in respect to concluded activities.

The retention period for contract management files is based on the branch's need to research previous activities during contract re-negotiation, ensures the records are available for fiscal accountability and also provides a reasonable period for the legal value of the records to be extinguished.

DE: These files are appraised for destruction because the outcomes of program planning and evaluation are fully retained under secondary 70000-15.

END OF PRIMARY

Key to *ARCS/ORCS* Codes and Acronyms

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

70540   **IMMIGRANT SELECTION AND NOMINATION PROGRAMS**

Records relating to the administration of provincial immigration programs (e.g., the Provincial Nominee Program), pursuant to the *Provincial Immigration Programs Act* (SBC 2015, c. 37), the *Canada-British Columbia Immigration Agreement* and related legislation. The province and the federal government have shared responsibilities for immigration. Currently, the province nominates, to the federal government, a limited number of potential immigrants to meet provincial economic needs. The federal government, in turn, has final immigration approval, including medical and security screening and issuing visas.

Program applicants may be approved or refused, may have their nomination cancelled and may also withdraw or abandon their participation in the application process. Applicants may also request a review of a refused application, in accordance with the applicable legislation.

This primary also covers the investigation of alleged fraud undertaken by individuals involved in provincial immigration programs.

NOTE: The classifications in this primary apply to the official copy of the records, regardless of media, and include physical files and data and documents held in systems.

For branch websites, see *ARCS* secondary 340-30.
For the *Canada-British Columbia Immigration Agreement*, see secondary 70400-20.
For committees, see *ARCS* secondary 200-20.
For communication activities, see *ARCS* primaries 295 to 338.
For phishing-related correspondence, see *ARCS* secondary 470-20.
For source records that have been uploaded or added to the PNP case file management system, the system of record, see *Redundant Source Information* (schedule 206175).
For system descriptions, see the System Section.

The ministry OPR is Immigration Programs Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

70540	**IMMIGRANT SELECTION AND NOMINATION PROGRAMS**	**A**	**SA**	**FD**
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	**Policy and procedures**	SO	5y	FR

RETENTION STATEMENT
Transfer to the government archives five years after the policy, procedure, standard, or guideline is replaced or becomes irrelevant.

Key to *ARCS/ORCS* Codes and Acronyms

In accordance with the _Information Management Act_ (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

70540		**IMMIGRANT SELECTION AND NOMINATION PROGRAMS**	**A**	**SA**	**FD**
	-01	**General**	CY+2y	nil	DE

RETENTION STATEMENT
Destroy at the end of the third calendar year.

PIB	**-10**	**Fraud tip investigations**	SO	6y	DE

(covers the investigation of fraud accusations (e.g., tips) pertaining to parties (e.g., individuals, representatives or employers))
(includes tips, spreadsheets, data, and correspondence)

RETENTION STATEMENT
Destroy six years after the fraud tip investigation is concluded.

SO: when the fraud tip investigation is concluded

6y: Tip investigations are required for a six year period in case a party enters into the provincial immigration program subsequent to the initial tip being investigated.

NOTE: If the tip pertains to an individual with an application file, then tip status details will also be attached to their file (secondary 70540-25).

	-15	**Legacy immigration program files**	CY	5y	DE

(closed secondary)
(includes questionnaires, resumes, financial statements, notes, business proposals, information requests and inquiries, immigrant investor fund submissions, copies of permanent residence applications and visas, telex messages, and correspondence)
(arrange by calendar year)

RETENTION STATEMENT
Destroy at the end of the sixth calendar year.

6y: The retention period is consistent with the retention period for the current, provincial immigration program application files (secondary 70540-25).

NOTE: This secondary covers records relating to the province's participation in closed, federal immigration programs (e.g., the Canadian Business Immigration Program). The province responded to inquiries from prospective immigrants; liaised with the federal

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70540	IMMIGRANT SELECTION AND NOMINATION PROGRAMS	A	SA	FD

government; and reviewed and recommended business and investor fund proposals submitted by prospective immigrants.

NOTE: This secondary supersedes Ongoing Records Schedule 105001 (Business Immigration Proposal Files (1979-1989).

PIB	-25	**Provincial immigration program application case files**	SO	6y	DE

(covers records created during the review process, including registrations, applications, supporting documentation (e.g., job offer forms, employment letters, personal and corporate financial statements, pay statements, Federal immigration forms, education and professional certifications, work experience documents), application assessments, nomination certificates, fraud tip status details, withdrawal requisitions, requests for review, and correspondence)

(does not cover records pertaining to individuals who did not complete the registration process within the allotted time period - see secondary 70540-35)

RETENTION STATEMENT
Destroy cases retained in electronic case management systems when the most recent case associated with the applicant has been closed for six years. Destroy all other case files six years after closure. Note: A case is not considered closed until all fraud investigations involving the applicant are complete.

SO:

- for cases retained in electronic case management systems, when the most recent case associated with the applicant is closed
- for all other case files, when closed

6y: The retention period ensures the records are available for the nomination validity period and satisfies the retention requirements stipulated in the *Canada-British Columbia Immigration Agreement (2021).*

NOTE: Enhanced system capabilities allow for the linking of cases and synchronized deletion. Alternatively, case files maintained outside of case management systems are destroyed on an individualized basis.

Key to *ARCS/ORCS* Codes and Acronyms

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

70540		IMMIGRANT SELECTION AND NOMINATION PROGRAMS	A	SA	FD
		NOTE: A case is not considered closed until all fraud investigations involving the applicant are complete.			
PIB	-27	**Provincial immigration program application profiles** (covers profiles of applicants who have completed the registration process within the allotted time period)	SO+1y	nil	DE
		RETENTION STATEMENT Destroy profiles one year after all cases associated with the profile are destroyed.			
		SO: when all cases associated with the profile are destroyed			
		NOTE: The retention period ensures the records are available for the nomination validity period and satisfies the retention requirements stipulated in the *Canada-British Columbia Immigration Agreement (2021).*			
PIB	-35	**Provincial immigration program incomplete records** (covers records (e.g., profiles and registrations) pertaining to individuals who did not complete the registration process within the allotted time period)	SO+30d	nil	DE
		RETENTION STATEMENT Destroy 30 days after date of last online activity.			
		SO: date of last online activity			
		NOTE: Records pertaining to individuals who completed the registration process are classified under secondary 70540-25 and secondary 70540-27.			

END OF PRIMARY

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In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

MULTICULTURALISM AND IMMIGRATION SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (*ORCS*)

SYSTEMS SECTION TABLE OF CONTENTS

In accordance with the *Information Management Act* (SBC 2015, c. 27), DO NOT DESTROY ANY RECORDS covered by this information schedule until it has been approved. For more information consult your Government Records Officer.

SYSTEM SECTION

IMMIGRANT SELECTION AND NOMINATION PROGRAMS RELATED SYSTEMS

SYSTEM OVERVIEW

Creating Agency
Ministry of Municipal Affairs
Immigration Services and Strategic Planning Division
Immigration Programs Branch

Date of System Description
October 11, 2023

Purpose
This system overview pertains to system(s) used by individuals to register and apply for the provincial immigration programs (e.g., Provincial Nominee Program (PNP)) and those used by the branch to manage the registration, application and nomination process.

Currently, individuals register and apply via the Skills Immigration Registration System (SIRS), which provides prospective and current nominees with web access to the program registration and application process. SIRS interfaces with the PNP Officio System, which is used by the branch to track an applicant's registrations, applications, nominations, and case actions. The acquisition of a fraud tips investigation system is also being explored.

Systems data is also used to conduct performance analyses and report on trends, issues, and outcomes on a program wide level, thereby supporting program planning and evaluation.

This system overview and the data retention rules listed in the Data Retention Plan apply to data held in legacy, current and future systems used to perform the functions described above.

Information Content
The systems contain data and documents.

SIRS contains applicant profile and registration information, such as basic vital statistics (e.g., name, birth date, country, current address) and applicant qualifications under the program.

PNP Officio contains information imported from SIRS and directly input from staff.

The fraud tips investigation system will capture information on the tip and the outcome, including individual identified in the tip, notes and outcomes.

Inputs, Processes, and Outputs
SIRS:

Individuals use SIRS to create an applicant profile and register for the program. If the individual is invited to apply, they can then use SIRS to interact with program staff, submit information and upload documentation as required under the program.

Incomplete profiles and registrations are deleted after 30 days of inactivity (secondary 70540-35).

PNP Officio:

When an applicant completes the registration process in SIRS, their profile and registration is uploaded to PNP Officio. Cases are opened at the registration and application stage and if an applicant requests a review of a declined application. Branch staff enter data and attach relevant documents to the cases.

Cases are closed when a decision is made (e.g., approve, refuse, etc.). Individuals may also trigger case closure if they abandon or withdraw from the registration, application or review process. Documentation may be added to a case once it's closed (e.g., post nomination correspondence).

Closed cases are not re-opened. If an applicant re-applies, this results in a new application process.

As described above, an individual may have several cases in the system. The cases are eligible for destruction when the most recent case associated with the applicant has been closed for six years (70540-25). Profiles can be destroyed one year after all cases associated with the profile are destroyed (70540-27).

Note: Enhanced system capabilities allow for the linking of cases and synchronized deletion. Alternatively, case files maintained outside of case management systems are destroyed on an individualized basis.

Outputs consist of reports generated on a regular and ad-hoc basis, including weekly summary reports.

Fraud Tips System:

The system will be used to document the investigation of fraud tips. It is anticipated that an investigation case will be opened when the tip is received and closed when the investigation is concluded. Fraud tips are retained for an additional six years in the event that the individual enters the program subsequent to the initial tip being received (70540-10). If the individual has a case in PNP Officio, then tip status details will also be attached to the applicable case (70540-25).

Historical Note
Prior to the launch of PNP Officio in 2015, client case files were maintained in hardcopy format and Microsoft Access was used to track program applications and outcomes (see Program Support Databases System Overview).

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IMMIGRANT SELECTION AND NOMINATION PROGRAMS RELATED SYSTEMS

DATA RETENTION PLAN

Data Description	Data Retention Period
Fraud tip investigations Classification 70540-10	Destroy six years after the fraud tip investigation is concluded.
Provincial immigration program application case files Classification 70540-25	Destroy when the most recent case associated with the applicant has been closed for six years. Note: A case is not considered closed until all fraud investigations involving the applicant are complete.
Provincial immigration program application profiles Classification 70540-27	Destroy profiles one year after all cases associated with the profile are destroyed.
Provincial immigration program incomplete records Classification 70540-35	Destroy 30 days after date of last online activity.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the *System Section FAQ*.

END OF OVERVIEW

DRAFT

IMMIGRANT SETTLEMENT AND INTEGRATION SERVICE PROVIDER AND CLIENT CASE MANAGEMENT SYSTEMS

SYSTEM OVERVIEW

Creating Agency
Ministry of Municipal Affairs
Immigration Services and Strategic Planning Division
Immigration Policy and Integration Branch

Date of System Description
October 11, 2023

Purpose
This system overview pertains to system(s) that perform the following functions:
- contract management with service provider organizations (SPOs),
- client case management, and
- generate ad-hoc and standard reports, in compliance with funding agreements and other arrangements, and for ongoing program monitoring, tracking and evaluation purposes.

The current system in use by the branch is the Career Paths Immigration Integration Programs System (IIPS), implemented in January 2017.

This system overview and the data retention rules listed in the Data Retention Plan apply to data held in legacy, current and future systems used to perform the functions outlined above.

Information Content
The system contains data and documents used for the management of two separate groups: SPOs and clients. Examples of SPO data collected include name, status, contract start and end dates, and total client enrolment number to date. Examples of client data captured include name, date of birth, immigration category, level of English proficiency, occupation, and file status.

Inputs, Processes, and Outputs
Both branch staff and SPOs perform data entry and upload documents.

Branch staff input and manage SPO account, contract and performance details. SPO performance, including client incidents, is tracked and this information, together with SPO client information is used by the program staff to analyze and report on program effectiveness through ad-hoc and annual reports. When the contract with the SPO is terminated or its term is concluded program staff close the SPO file.

SPOs, in turn, register new immigrant client profiles, input baseline client data, on boarding documents, and information regarding client progress, services provided, and client outcomes.

SPOs close client files for a variety of reasons (e.g., client has withdrawn, becomes inactive, met the maximum funding or period allowed under the program, or has completed the program). Closed client files are not reopened. Instead, a new client file is created.

A client may have several cases in the system and they are eligible for destruction when the most recent case associated with the client has been closed for seven years.

Note: Enhanced system capabilities allow for the linking of cases and synchronized deletion. Alternatively, case files maintained outside case management systems are destroyed on an individualized basis.

The system generates numerous outputs (e.g., client outcome surveys, wait lists, data extracts, ad-hoc and annual summary reports). The system may also generate aggregated client reports (e.g., Canadian Experience Reports), for sharing with the federal government, as stipulated in funding agreements.

Historical Note
Selected data from two legacy systems (Skills Connect - General and Skills Connect - Health Care), required for eligibility determination purposes, was exported to IIPS. Only data pertaining to clients who met eligibility for the Career Paths Program and had not maximized their time/dollars in Skills Connect were transitioned into the Career Paths Program and IIPS. The Skills Connect databases were last updated in January 2017. Data remaining in the Skills Connect databases are classified according to the applicable secondaries listed in the Data Retention Plan.

IMMIGRANT SETTLEMENT SERVICE PROVIDER AND CLIENT CASE MANAGEMENT SYSTEMS

DATA RETENTION PLAN

Data Description	Data Retention Period
Client case files Classification 70260-20	Destroy when the most recent case associated with the client has been closed for seven years.
Service provider accounts and client profiles Classification 70260-25	Destroy service provider accounts when provider is deemed inactive (e.g., when all of their contracts have expired, when there are no outstanding complaints or issues associated with the service provider, when all of their contract case files have been destroyed, and when seven years have expired since their account was last updated). Destroy client profiles when client is deemed inactive (e.g., when there are no outstanding complaints or issues associated with the client, when all of their client case files have been destroyed, and when seven years have expired since their client profile was last updated).
Service provider files Classification 70260-30	Destroy service provider contract management files seven years after the contract expires or is terminated and conclusion of all extensions to the contract.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the *System Section FAQ*.

END OF OVERVIEW

PROGRAM SUPPORT DATABASES

SYSTEM OVERVIEW

Creating Agency
Ministry of Municipal Affairs
Immigration Services and Strategic Planning Division

Date of System Description
September 12, 2023

Purpose
This overview applies to data held in a variety of databases (e.g., Microsoft Access and File Maker Pro), which were or are used for program tracking, planning, evaluation, implementation, reporting, statistical analysis, and research purposes. It does not cover data held in the various case management systems (e.g., Skills Immigration Registration System (SIRS), Career Paths Immigration Integration Programs System (IIPS) and PNP Officio).

This system overview and the data retention rules listed in the Data Retention Plan apply to data held in legacy, current and future systems used to perform the functions described above.

PROGRAM SUPPORT DATABASES

DATA RETENTION PLAN

Data Description	Data Retention Period
Monitoring and tracking (not covered elsewhere) Classification 70000-10	Destroy when no longer required for monitoring, tracking, reporting and statistical analysis purposes, and if the records and data are used to track applicants, clients, funded organizations, or service providers, when a minimum of seven years has elapsed since the records were created.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the Systems Section FAQ.

<div align="center">END OF OVERVIEW</div>

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD

This concordance table is intended as a general guide for transition between the old and new versions of this *ORCS*. The new classifications and retentions are to be applied to all relevant digital and physical operational records, both in the office and in storage. When converting old files to the new *ORCS*, you will need to check file contents to ensure that the recommended replacement secondary is appropriate for that file.

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70000	MULTICULTURALISM AND IMMIGRATION SERVICES - GENERAL	Title changed to COMMON RECORDS (NOT COVERED ELSEWHERE)	
70000-02	Multiculturalism and immigration web site	Replaced - re-classify to *ARCS* secondary 340-30 Simple web site pages.	Unchanged
70000-10	Monitoring and tracking (not covered elsewhere)	New. Replaces secondary 70260-05 Settlement services summary reports and some of the records previously classified under secondary 70540-06 Weekly provincial nominee reports.	SO/nil/DE
70000-15	Program outcomes	New. Replaces secondaries 70200-02 Funding summary reports. Also replaces some of the records previously classified under secondaries 70540-04 Provincial Nominee Program evaluation and 70540-06 Weekly provincial nominee reports.	SO/10y/FR

Key to *ARCS/ORCS* Codes and Acronyms

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70000-20	Program planning working files	New. Replaces some of the records previously classified under secondary 70540-04 Provincial Nominee Program evaluation.	SO/10y/DE
70200	FUNDING - GENERAL	Removed. All classifications removed or re-classified elsewhere.	
70200-00	Policy and procedures	Replaced – re-classify to secondary 70000-00 Policy and procedures.	Unchanged
70200-01	General	Replaced - re-classify to secondary 70000-01 General.	Unchanged
70200-02	Funding summary reports	Replaced - re-classify to secondary 70000-15 Program outcomes.	Increased from SO/nil/FR to SO/10y/FR

Key to *ARCS/ORCS* Codes and Acronyms

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70200-03	Organizational Support Program (OSP) funding data	Removed – classification no longer required. Note: The data pertains to the discontinued OSP grant program that operated between 1995 and 2002. Data should have been destroyed; however, if data is discovered, it can be disposed of under secondary 70000-10 Monitoring and tracking (not covered elsewhere).	NA
70200-20	Funded organization audit files	Replaced. Re-classify to applicable funded organization file classification (e.g., 70220-20 Anti-racism and multiculturalism files or 70260-30 Service provider case files, as applicable). Note: This change results in the audit records being retained for the same time as the related funded organizational files.	Changed from FY+2y/4y/DE to SO/6y/DE or SO/7y/DE

Key to *ARCS/ORCS* Codes and Acronyms

APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70200-30	Multiculturalism/settlement organization files	Replaced. Re-classify to *ARCS* secondary 230-20 Cooperation and liaison files. Note: Secondary 70200-30 was used for routine correspondence with and descriptive information about organizations not currently receiving funding. These types of records can be classified in *ARCS*. If the organization enters into funding relationship with the province, file the records on the applicable funded organization file classification (e.g., 70220-20 Anti-racism and multiculturalism files or 70260-30 Service provider case files, as applicable).	Changed from FY+2y/nil/DE to CY+2y/nil/DE
70200-40	Organizational Support Program (OSP) funding files	Removed – classification no longer required. This secondary pertains to the discontinued OSP grant program, which awarded grants between 1995 and 2002. All records covered by this secondary have been disposed.	NA
70220	FUNDING – ANTI-RACISM AND MULTICULTURALISM	Title changed to ANTI-RACISM AND MULTICULTURALISM PROGRAMS. Title change is necessitated by the removal of the various primary blocks within the *ORCS* and to create consistency with the remaining primaries in the *ORCS*.	

Key to *ARCS/ORCS* Codes and Acronyms

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70240	HERITAGE LANGUAGE GRANTS	Removed. This primary pertains to the issuance of heritage language grants, which were available between 1995 and 2002. Grant case files have been disposed of. Note: Records relating to Heritage Language Grants program planning, monitoring, evaluation and review may still exist. Classify these records under primary 70000 COMMON RECORDS (NOT COVERED ELSEWHERE). Also, if any policy and procedure documentation is discovered it can be re-classified to secondary 70000-00.	
70240-00	Policy and procedures	Removed – classification no longer required.	NA
70240-01	General	Removed – classification no longer required.	NA
70240-02	Heritage language data	Removed – classification no longer required.	NA

Key to *ARCS/ORCS* Codes and Acronyms

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70240-20	Heritage language grant award files	Removed – classification no longer required.	NA
70260	FUNDING - IMMIGRANT SETTLEMENT	Primary title changed to IMMIGRANT SETTLEMENT AND INTEGRATION PROGRAMS. Title change is necessitated by the removal of the various primary blocks within the *ORCS* and to create consistency with the remaining primaries in the *ORCS*.	
70260-02	ELSA student tracking data	Removed – classification no longer required. The data pertains to the English Language Services for Adults (ELSA) program, which was transferred to the responsibility of the federal government. The system used to maintain the data (STARS) has been decommissioned and the data destroyed. However, if additional tracking data is discovered it can be scheduled under secondary 70000-10 Monitoring and tracking (not covered elsewhere).	NA

Key to *ARCS/ORCS* Codes and Acronyms

APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70260-03	ELSA student tracking reports	Removed – classification no longer required. English Language Services for Adults (ELSA) program was transferred to the responsibility of the federal government. The assumption is that the reports have been destroyed. However, if additional reports are discovered the can be scheduled under secondary 70000-10 Monitoring and tracking (not covered elsewhere).	NA
70260-04	Immigrant settlement funding data	Replaced – re-classify to secondary 70000-10 Monitoring and tracking (not covered elsewhere).	Changed from FY+6y/nil/DE to SO/nil/DE. However, one of the close triggers allows the data to be retained for a similar retention period.
70260-05	Settlement services summary reports	Replaced – re-classify to secondary 70000-10 Monitoring and tracking (not covered elsewhere).	Unchanged.
70260-20	Client case files	NEW.	SO/7y/DE

Key to *ARCS/ORCS* Codes and Acronyms

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70260-25	Service provider accounts and client profiles	NEW.	SO/nil/DE
70260-21	Stream 1 Information and Support Services files	Replaced - re-classify to secondary 70260-30 Service provider case files.	Changed from SO/6y/DE to SO/7y/DE
70260-22	Stream 2 Community Bridging Initiatives files	Replaced - re-classify to secondary 70260-30 Service provider case files.	Changed from SO/6y/DE to SO/7y/DE
70260-23	Stream 3 ELSA files	Replaced - re-classify to secondary 70260-30 Service provider case files.	Changed from SO/6y/DE to SO/7y/DE
70260-24	Stream 4 Sectoral Support (etc.) files	Replaced - re-classify to secondary 70260-30 Service provider case files.	Changed from SO/6y/DE to SO/7y/DE
70260-30	Service provider files	NEW. Replaces the following secondaries: 70260-21 Stream 1 Information and Support Services files, 70260-22 Stream 2 Community Bridging Initiatives files, 70260-23 Stream 3 ELSA files, 70260-24 Stream 4 Sectoral Support (etc.) files.	SO/7y/DE

Key to *ARCS/ORCS* Codes and Acronyms

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70500	IMMIGRATION PROGRAMS - GENERAL	Replaced by primary 70000 COMMON RECORDS (NOT COVERED ELSEWHERE).	
70500-00	Policies and procedures	Replaced - reclassify to secondary 70000-00 Policy and procedures.	Unchanged.
70500-01	General	Replaced - re-classify to secondary 70000-01 General.	Unchanged
70500-02	BC labour market research studies	Replaced. Published reports and studies printed from the internet should be re-classified to *ARCS* secondary 358-20 Library/topical reference materials. Reports and studies, prepared by the branch, should be re-classified to the applicable secondary in primary 70000 COMMON RECORDS (NOT COVERED ELSEWHERE).	Was SO/nil/DE. New retention depends on where re-classified.
70520	IMMIGRATION PROGRAMS – INTERNATIONAL QUALIFICATIONS	Title changed to INTERNATIONAL QUALIFICATIONS PROGRAMS. Title change is necessitated by the removal of the various primary blocks within the *ORCS* and to create consistency with the remaining primaries in the *ORCS*.	

Key to *ARCS/ORCS* Codes and Acronyms

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APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70540	IMMIGRATION PROGRAMS – PROVINCIAL NOMINEE	Title changed IMMIGRANT SELECTION AND NOMINATION PROGRAMS. Title change is necessitated by the removal of the various primary blocks within the *ORCS* and to create consistency with the remaining primaries in the *ORCS*.	
70540-02	Federal government nominee/permanent resident data	Replaced. If the data has been uploaded to another database, then the data can be destroyed under the Transitory Information (schedule 102901). If not, then re-classify to secondary 70000-10 Monitoring and tracking (not covered elsewhere), as appropriate.	Unchanged
70540-03	Provincial nominee/permanent resident data	Replaced. If the data has been uploaded to another database, then the data can be destroyed under the Transitory Information (schedule 102901). If not, then re-classify to secondary 70000-10 Monitoring and tracking (not covered elsewhere), as appropriate.	Unchanged
70540-04	Provincial Nominee Program evaluation	Replaced – re-classify to secondary 70000-10 Monitoring and tracking (not covered elsewhere), 70000-15 Program outcomes or secondary 70000-20 Program planning working files, as appropriate.	Changed from SO/nil/DE. New retention period depends on how re-classified.

Key to *ARCS/ORCS* Codes and Acronyms

APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70540-05	Provincial Nominee Program promotion	Replaced - re-classify to *ARCS* secondary 324-40 Staff speeches and presentations.	Changed from CY+2y/nil/DE to SO/nil/SR
70540-06	Weekly provincial nominee reports	Replaced. Re-classify final, cumulative weekly reports to 70000-15 Program outcomes. Re-classify other weekly reports to 70000-10 Monitoring and tracking (not covered elsewhere).	Changed from SO/nil/SR to SO/10y/FR or SO/nil/DE
70540-10	Fraud tip investigations	NEW.	SO/6y/DE
70540-15	Legacy immigration program files	NEW.	CY/5y/DE
70540-20	PNP applicant files	Replaced - re-classify to secondary 70540-25 Provincial immigration program application case files.	Retention changed from SO/NA/NA to SO/6y/DE

Key to *ARCS/ORCS* Codes and Acronyms

APPENDIX A: Summary of Changes to the *Multiculturalism and Immigration Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
70540-25	PNP nominee/permanent resident files	Title changed to Provincial immigration program application case files. Replaces secondaries 70540-20 PNP applicant files and 70540-30 PNP rejected applicant and nominee files.	Retention reduced from SO+5y/5y/DE to SO/6y/DE
70540-27	Provincial immigration program application profiles	NEW.	SO+1y/nil/DE
70540-30	PNP rejected applicant and nominee files	Replaced - re-classify to secondary 70540-25 Provincial immigration program application case files.	Retention increased from CY+2y/nil/DE to SO/6y/DE
70540-35	Provincial immigration program incomplete records	NEW.	SO+30d/nil/DE

Key to *ARCS/ORCS* Codes and Acronyms