

Frequently Asked Questions on Sponsorship Agreement Holders Global Cap Allocation and Usage – 2023

Note: these FAQs apply only to spaces being made available under the 2023 Global cap and do not apply to spaces made available under Operation Afghan Safety (OAS). Please refer to [Appendix D](#) for procedures and guidelines pertaining to OAS spaces.

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Q1: How did IRCC decide on the number of spaces to allocate to each Sponsorship Agreement Holder (SAH)?

- A1:** The number of spaces a SAH received depended on several factors, including:
- the number of spaces requested by each SAH;
 - prior years' space usage by each individual SAH, including both regular PSR spaces and Operation Afghan Safety (OAS) spaces;
 - Sponsorship Agreement status changes, such as suspension or probation; and
 - the number of spaces available under the 2023 SAH global cap.

Expressions of Interest (EOI) were taken into account in situations where a SAH requested fewer spaces than they would have otherwise been allocated.

For 2023, allocations are based on 2021 year-end data (i.e., equal to your 2022 allocation). The process for allocating spaces is described more fully in [Appendix A](#).

Q2: Will IRCC ensure that SAHs are provided with 12 full months to submit applications in future years?

- A2:** All eligible SAHs received up to 25 advanced spaces from their 2023 allocation for use as of January 1, 2023. Eligibility was based on submission of the 2023 SAH Annual Report, including the EOI, and Sponsorship Agreement status.

IRCC intends to continue to advance spaces to each eligible SAH against their individual full allocation for use starting on January 1st of each year before new annual allocations are determined and fully released. This will provide predictability, support SAH planning and organization, and allow SAHs 12 full months to submit applications.

2021 year-end data was used to calculate 2023 allocations due to longer intake processing times for SAH applications. Relying on final 2022 data to calculate 2023 allocations carried the risk of delaying the release of 2023 spaces and limiting the 2023 submission window for SAHs.

Should there be future delays in the announcement of the SAH Global Cap and allocations past the end of February, as per Section 7(f) of the Sponsorship Agreement, IRCC will consult on appropriate contingencies via SAH Council and/or the NGO-Government Committee. All efforts will be made to ensure such contingency measures are in place in a timely manner to best support SAH planning.

Q3: How can I sponsor more persons than my allocation allows?

- A3:** If you wish to sponsor more persons than your allocation allows for, you should contact the SAH Navigation Unit to request additional spaces from the reserve pool, if available; or
- You can sponsor refugees under the [Blended Visa Office-referred \(BVOR\) program](#) (see [Q16](#));
 - You can sponsor cases through the [Joint Assistance Sponsorship \(JAS\) program](#) (see [Q16](#));
 - You can sponsor LGBTQI cases submitted in cooperation with the [Rainbow Refugee Society](#), as these cases do not require spaces (see [Q17](#)).

- You can sponsor cases through the Operation Afghan Safety (OAS) initiative ([see Appendix D](#));

Q4: What is the reserve pool and who can access it?

A4: After SAHs have been individually allocated spaces using the procedures outlined in Appendices A and B, any remaining spaces will be held in a reserve pool for use by eligible SAHs who have two (2) or fewer allocated spaces remaining (as reflected by reporting from IRCC to the SAH Navigation Unit) and who require additional spaces. Additional information about **accessing reserve pool spaces can be found in [Appendix C](#)**.

Spaces received via the reserve pool cannot be carried over and are distributed with the intent that SAHs use the spaces in 2023. Therefore, pool requests should only be made if a SAH is confident that they can submit these cases in 2023.

Spaces may not be transferred directly from one SAH to another unless the space(s) are attached to a case, and both the case and space(s) are being transferred. Such transfers are expected to occur only in the event of extenuating circumstances and will be addressed on a case-by-case basis. Contact the SAH Navigation Unit; IRCC will make the final determination.

Q5: Is there a deadline to return spaces to the reserve pool?

A5: Yes. It is recommended that you return any unneeded spaces at your earliest opportunity and **no later than September 30, 2023**, including any spaces which are above carry-over limits (see Q7). Promptly returning these spaces will help ensure their use by other SAHs before the end of 2023.

If you are still in possession of spaces above your carry-over limit that are unused and not returned to SAH Navigation Unit by the deadline, this will result in a reduction in your SAH's allocation in future years. Alternatively, returning these spaces **prior to the deadline** will both prevent your SAH from being negatively impacted in subsequent years' allocations and ensure maximum space usage amongst SAHs.

Keep in mind that IRCC will only consider the number of spaces used in previous years to determine your allocation in future years. Unused spaces will **not** be factored into this calculation.

Q6: How many of my unused 2022 spaces were carried over into 2023, and when can I use these spaces?

A6: A limited number of SAHs' unused 2022 spaces will be automatically carried over for use in 2023. Given the time required to finalize 2022 year-end SAH submissions data, which is needed to calculate carry over numbers, any **carried over spaces from 2022 will not be available for use until 2022 submission data is finalized** – i.e., not included with January 1st advanced spaces, nor when 2023 allocations are issued. The SAH Navigation Unit will notify you of your 2022-2023 carry-over amount once these spaces are calculated by IRCC and become available for use.

The following maximum number of unused 2022 spaces will be carried over for use in 2023:

- 25 spaces; or
- 10% of your initial 2022 allocation.

Any spaces that SAHs received from the reserve or contingency pools in 2022 will not be carried over. These spaces were distributed with the intent that SAHs use them in 2022.

Spaces carried over from 2022 to 2023 will expire after December 31, 2023 and cannot be carried over again into 2024. As such, your 2022-2023 carry over spaces are the first spaces to be deducted from your overall space usage in 2023. Carried over spaces will be counted towards your SAH's total space usage in the year they are used for submissions and will be factored into the calculation of future years' allocations.

Q7: Can I carry over my unused 2023 spaces into 2024?

A7: IRCC will continue to allow SAHs to carry over a limited number of unused 2023 spaces for use in 2024. This will provide SAHs with more time to submit applications against the 2023 global cap.

SAHs may carry over into 2024 a maximum of the higher of:

- 25 spaces; or
- 10% of their initial 2023 allocation.

SAHs may not carry over any spaces received from the reserve or contingency pools in 2023. These spaces are distributed with the intent that SAHs use the spaces in 2023.

SAHs are not required to contact the SAH Navigation Unit nor IRCC to request that spaces within the above carry-over limits be carried over. Spaces carried over from 2023 to 2024 which remain unused will expire after December 31, 2024.

Unused allocated spaces beyond carry-over limits, plus any unused spaces received from the 2023 reserve or contingency pools, will expire after December 31, 2023.

Q8: What is my responsibility for keeping track of my allocation?

A8: SAHs are fully responsible for managing their sponsorship applications to avoid exceeding their individual allocation. This includes tracking each of their applications using the information supplied by the SAH Navigation Unit.

SAHs will receive a report once every two weeks from the SAH Navigation Unit confirming their year-to-date sponsorship application submissions as per IRCC's current data. Before submitting a new application, SAHs should check the latest report they have received **and adjust it for any applications submitted but not yet showing on the report to avoid over-submissions.** Per [Q5](#), additional spaces for new cases can only be requested from the reserve pool once the report shows two (2) or fewer allocated spaces remaining.

The Refugee Sponsorship Training Program offers training on how to manage and track your spaces. Please consult [Refugee Sponsorship Training Program](#) (RSTP) for more information.

Q9: What will happen if I exceed my total allocation?

A9: Per section 5(d) of the Sponsorship Agreement, SAHs must have sufficient spaces to submit an application.

SAHs are responsible for managing their own allocation, and the SAH Navigation Unit will promptly inform IRCC of any SAH who has over-submitted based on the IRCC SAH cap space report. SAHs who submit applications beyond their available spaces (the total of their 2023 allocation, 2023 carry over, and any additional pool spaces) will be referred for mandatory training with the RSTP before they can continue to submit applications. Further, SAHs that over-submit prior to the transfer of spaces from the reserve pool by the SAH Navigation Unit will not be eligible to receive any reserve pool spaces.

Q10: What should I do if I don't agree with the spaces used shown on my report from IRCC?

A10: You should contact the SAH Navigation Unit with the details of the discrepancy (see [Appendix E](#) for instructions), and they will resolve the issue accordingly.

Q11: Do I need spaces for non-accompanying dependants?

A11: Yes, in addition to the Principal Applicant, SAHs **must** have enough spaces to cover **ALL** family members listed on the Sponsorship Undertaking form, whether they are accompanying or not. **In addition, the Sponsorship Undertaking form must include ALL family members (accompanying and non-accompanying) who are listed on the Application for Permanent Residence.** Please see [Q14](#) for more information.

Family members are defined in subsection 1(3) of the *Immigration and Refugee Protection Regulations* (IRPR) as:

- the Principal Applicant's spouse or common-law partner;
- the Principal Applicant's dependent child;
- the dependent child of the Principal Applicant's dependent child;
- the dependent child of the Principal Applicant's spouse/common-law partner; and
- the dependent child of the Principal Applicant's spouse/common-law partner's dependent child.

Q12: Can I just sponsor the Principal Applicant now and advise the PA to sponsor the rest of their family after settling in Canada?

A12: No. Principal Applicants must declare **ALL** of their accompanying and non-accompanying family members on their application for permanent residence, and, per section 5 of the Sponsorship Agreement the SAH must include **ALL** of the accompanying and non-accompanying family members on the Sponsorship Undertaking form. Failure to do so may result in the refusal of the application. In addition, failing to declare dependants renders them ineligible for One Year Window and Family Class programs. There are **no exceptions**, regardless of the circumstances of non-accompanying family members (missing, unable to leave country of birth, imprisoned, presumed dead, etc.). SAHs must therefore have enough spaces to cover all family members, whether they are accompanying or not.

Failing to include all family members in an application contravenes the Sponsorship Agreement your organization has signed. Doing so will result in consequences including mandatory training and/or may impact the status of your Agreement. It is a serious offense to counsel applicants to misrepresent themselves or to ask them to withhold information from IRCC. This includes telling a PA not to declare family members for **any** reason, including but not limited to insufficient allocation spaces or finances. There are potentially serious penalties for counseling misrepresentation, including a fine of up to \$100,000 or imprisonment for up to five years.

Q13: What if I don't have enough allocations to cover an entire family unit – e.g., I have five (5) spaces and want to sponsor a family of six (6)?

A13: SAHs that do not have enough spaces available for the entire family should try to obtain the additional space(s) from the reserve pool via the SAH Navigation Unit. Families CANNOT be split up. If there are insufficient pool spaces available, the SAH must wait until the next calendar year to submit their application (i.e. when advanced spaces are released on January 1st).

Q14: Do I need space to sponsor One Year Window (OYW) cases?

A14: No, you do not need a space because the non-accompanying family member was recorded on the original Sponsorship Undertaking for the Principal Applicant and the space would have already been used at that time. All accompanying AND non-accompanying family members included on the Sponsorship Undertaking are counted under the SAH cap at the time of initial application. For sponsorship applications submitted prior to 2012 (when there was no cap in place), no space would be required to sponsor a OYW application.

Q15: Do I need space to add a dependant to an existing application?

A15: Yes, additional spaces will be needed for dependants added after the completed application was received by IRCC.

There is an exception to this rule; spaces are **not** required when adding newborn children who are born after the original sponsorship application was received by IRCC.

Spaces for additional dependants are to be deducted from the current year using your available spaces.

SAHs that do not have enough spaces available for the entire family should contact the SAH Navigation Unit to request additional space(s) from the contingency pool.

Q16: Do I need space to sponsor Blended Visa Office-Referred (BVOR), or Joint Assistance Sponsorship (JAS) cases?

A16: No, spaces are not required for BVOR or JAS cases.

Q17: Do I need spaces to submit Sexual Orientation, Gender Identity and Expression (SOGIE), or LGBTQI, cases in cooperation with the Rainbow Refugee Society in Vancouver?

A17: No, spaces are not currently required for SOGIE (LGBTQI) cases submitted with Rainbow Refugee Society recorded as the CG or Co-sponsor.

Q18: How is date of receipt calculated?

A18: The date of receipt of an application is the date on which an application is received by IRCC, i.e. date email is received at IRCC.INROCO-CORORI.IRCC@cic.gc.ca or date a mailed application is received by the IRCC mailroom.

No space is used when an application is assessed to be incomplete. If an incomplete application is returned to you, you must submit a new (and complete) application and ensure that the documentation is current. The date of receipt of the application will be calculated from the date that the new complete application is received.

Q19: If my application is returned as incomplete, can I resubmit using the original space(s)?

A19: As per [Q18](#), no space(s) is used when an application is deemed to be incomplete; therefore, SAHs may resubmit a returned 2023 application using the original space up until December 31, 2023. Any complete application received by this date will be processed using 2023 spaces and the new date of receipt. IRCC cannot guarantee that any incomplete applications submitted late in the year will be returned in time for you to resubmit in 2023.

If an application is deemed partially incomplete, you will receive a “Pre-return Information Request” from IRCC, specifying the error and/or missing information and a deadline to provide this to IRCC. If your pre-return submission is sufficient, the original space(s) will be used for the application.

Q20: Will my space(s) be returned to me if my application is refused?

A20: No, space(s) will not be returned to you if your sponsorship or refugee application is refused.

Q21: Will my space(s) be returned to me if my application is withdrawn either by the refugee overseas or by me?

A21: No, space(s) will not be returned if either you or the refugee withdraws the application. This means that the withdrawn/canceled application will remain on your allocations report regardless of its status. The presence of such an application on your report will not indicate that it is undergoing processing at IRCC.

Q22: If the spouse of a PA dies, and the PA remarries, is a space needed for the new spouse?

A22: Yes, a space is needed. The new spouse would be added as per the regular Add Dependant process.

Q23: If a PA gets divorced and remarries, is a space needed for the new spouse?

A23: Yes, a space is needed. For these cases, IRCC would withdraw the application for the divorced spouse and add the new spouse as per the Add Dependant process.

Q24: If a PA dies, and a new application is required for the remaining dependant(s), will space(s) be needed?

A24: No, spaces are not needed. While IRCC may require updated application forms, and the G number will change, the application will continue to be processed using the original spaces. If the death occurs in the same year the application was submitted, this space may be returned to the pool.

Appendix A: 2023 Cap Space Allocation Process

- As per Section 15(d) of the Sponsorship Agreement, **SAHs who have not had any refugee sponsorship activity** (i.e., new Sponsorship Applications or refugee arrivals) **over the past 36 months** will be issued Agreement cancellation notices.
- **SAHs who did not submit an Annual Report/Expression of Interest (EOI)** will receive 0 spaces.
- **New SAHs** (whose Agreements were signed in 2022 or 2023) will receive an initial allocation of 25 spaces.
- **SAHs who did not submit** any applications in 2021 and 2022 will receive 25 spaces, unless they requested fewer spaces in their 2023 EOI.
- **SAHs in probation or suspension status** will have their allocation put on hold pending Agreement reinstatement, at which time they will receive a reduced allocation per [Appendix B](#).
- **All other SAHs** will receive spaces that equal their 2022 allocationⁱ, unless they requested fewer spaces in their EOI, plus 40% of any OAS spaces used in 2021 and 2022.
- No individual SAH will be allocated more than 5% of the total number of spaces available under the Global Cap (i.e., 675 out of the 13,500 spaces available for 2023).
- 50 spaces will be held in a contingency pool. Upon approval by the SAH Navigation Unit, these spaces may be accessed at any time by SAHs who do not have enough spaces to cover the addition of new family members through the Add Dependant process. Any unused contingency pool spaces remaining as of September 30, 2023 will be released to the SAH reserve pool for redistribution.
- The remaining unallocated spaces will be held in a reserve pool for **eligible** SAHs who have **two (2) or fewer spaces remaining**. Access to this pool will be administered by the SAH Navigation Unit. See [Appendix C](#) for more information.

ⁱ Includes regular PSR applications only. Does not include applications for Blended Visa Office-referred Refugees (BVOR), Joint Assistance Sponsorships (JAS) or Operation Afghan Safety (OAS).

Appendix B: 2023 Cap Space Allocation Process for SAHs whose Agreements are in Probation or Suspension

Note: Due to the forthcoming implementation of the Program Integrity Framework (PIF) scheduled for June 2023, the terminology used in this document to describe certain Agreement status (probation, suspension) will be subject to modification.

Probation:

- Given that probation may indicate an organizational capacity issue, SAHs whose Agreements are in probation status may be subject to limitations on their allocation of spaces.
- Any impacts on allocations will be based on the individual circumstances that led to probationary status being imposed, at the discretion of IRCC.

Suspension:

- Given that suspensions result from more serious concerns, SAHs whose Agreements were suspended will be issued a limited allocation. A maximum of 25 spaces will be issued once their Agreement is reinstated.
- **SAHs whose Agreements were suspended at any time during 2021 or 2022, but whose Agreements were reinstated and in good standing prior to 2023 allocations being issued:**
 - The SAH will receive a total allocation of 25 spaces (or their EOI number, if lower than 25), or a lower number per the discretion of IRCC as a condition of Agreement reinstatement.
- **SAHs whose Agreements are in suspension at the time of 2023 allocations:**
 - A suspended SAH will not be allocated any spaces until **after** their Sponsorship Agreement is back in good standing and the suspension has been lifted.
 - Once the Agreement is reinstated and in good standing, the SAH will receive a total allocation of 25 spaces (or their EOI number, if lower than 25), or a lower number per the discretion of IRCC as a condition of Agreement reinstatement.
- **SAHs whose Agreements are put into suspension after 2023 allocations are issued:**
 - **After** the suspension has been lifted and their Agreement is back in good standing, the SAH's total allocation will be reduced to 25 spaces, including any spaces already used in 2023.
 - If, as of the date their Agreement is put into suspension, a SAH has already used more than 25 spaces, they will not be able to submit any additional applications in 2023.
 - An allocation of fewer than 25 spaces may be a required condition of reinstatement, at the discretion of IRCC.

Appendix C: Reserve Pool Access

The Reserve Pool, which consists of spaces initially unallocated to individual SAHs, offers SAHs the opportunity to request additional spaces beyond their initial allocation.

General Rules

- **Pool space access is always subject to availability.**
- SAHs may access the pool **beginning August 1, 2023** if they have two (2) or fewer spaces remaining.
- Spaces can be requested in blocks of 25 or fewer.
- The deadline to return any unused spaces, including spaces beyond carry over limits, is **September 30, 2023.**
- Subsequent blocks of spaces may be requested after September 30, 2023, subject to availability.
- Spaces received via the reserve pool cannot be carried over into 2024, as they are distributed with the intent that SAHs use them in 2023. Therefore, pool requests should only be made if a SAH is confident that they can submit these cases in 2023.

Reserve Pool Eligibility

- **Based on availability, eligible SAHsⁱ may request spaces from the pool which total the higher of:**
 - 25 spaces; or
 - 10% of their initial 2023 allocation (in blocks of 25).

Reserve Pool Ineligibility

SAHs in the following categories will not be eligible to receive reserve pool spaces in 2023:

- **SAHs who over-submit applications:**
 - Any SAH who has exceeded their total allocated and carried over spaces in 2023, without first being granted additional spaces by the SAH Navigation Unit, **will not** be eligible to receive any reserve pool spaces for 12 months following the date of the over-submission.
- **New SAHs:**
 - Reserve pool access for new SAHs will commence 12 months after signing a Sponsorship Agreement with IRCC.
- **SAHs reinstated following probation:**
 - Will regain access to reserve pool spaces 12 months after having their Agreement reinstated.
- **SAHs reinstated following suspension:**
 - Will regain access to reserve pool spaces 24 months after having their Agreement reinstated.

Exceptions

- SAHs may request an exception to the rules outlined above through the SAH Navigation Unit; however, these requests will be subject to verification and approval by IRCC to ensure SAHs requesting exceptions to the reserve pool space rules have the capacity to support the requested spaces. Capacity checks may include case-specific and/or organizational settlement and financial verifications.

ⁱ All SAHs **not** defined as ineligible in this document.

Appendix D: Process for SAHs to Submit Cases under Operation Afghan Safety (OAS)

This document contains the most up-to-date information regarding OAS procedures for SAHs and supersedes any prior process documents. Please note that, unless otherwise stated, 2023 Allocations FAQ Guidelines and regular PSRP requirements still apply.

Parameters for Operation Afghan Safety (OAS) Spaces:

- 3,000 spaces have been made available to SAHs over and above the existing global cap for sponsorship of Afghan nationals within the following identified vulnerable groups:
 - Human Rights Defenders
 - Journalists and those who helped Canadian journalists
 - LGBTI individuals
 - Persecuted Religious or Ethnic Minorities
 - Women Leaders
- The Principal Applicant (PA) must be outside of Afghanistan at the time of application submission to be eligible for OAS.
- Cases submitted under this initiative will be processed on an accelerated basis, with cases expedited for processing at both intake and overseas (outside of the usual first in, first out process), and with all efforts made for cases to arrive by December 2023, depending on the timing of application submissions. For example, applications submitted in the latter half of 2023, while expedited, may not land by December 2023.
- Spaces may be used until December 31, 2023.
 - As per the usual process, prior to booking travel for any PSR case, IRCC will reach out to sponsors to confirm that they have capacity to receive the case and to collect quarantine plans.
 - Cases will otherwise be processed according to existing procedures outlined on the [IRCC website](#).
- SAHs are responsible for ensuring they have sufficient capacity to support, monitor, and provide oversight over their entire caseload and for not submitting applications in excess of capacity limitations. SAHs must be aware that cases submitted under this commitment will be expedited for travel by December 2023, so arrivals may be clustered. This must be considered in light of existing caseload.
- The approach outlined in the new Program Integrity Framework (PIF) will help ensure that IRCC and SAHs work closely together to ensure that expectations are clear and that new arrivals receive the support they need.

Access Rules for OAS spaces:

- OAS spaces may be accessed by all active SAHs that have the interest and capacity to use them.
- OAS spaces will not be available to SAHs under conditional reinstatement, probation or suspension (or considered to be “not in good standing” following implementation of the Program Integrity Framework).
- New SAHs whose first Agreements were signed in 2022 have received up to 10 OAS spaces. Additional access to the OAS pool by new SAHs must be in alignment with the rules for access to regular pool spaces ([see Appendix C](#)).

- SAHs placed under Agreement Action following issuance of OAS allocations will lose access to any of their allocated, unused OAS spaces, and these spaces would be made available to other SAHs via the OAS reserve pool.
- OAS applications in process that were submitted prior to a SAH being placed under Agreement Action will be handled according to existing procedures as indicated in the Sponsorship Agreement. Should a SAH wish to transfer their in-process cases to another SAH, they may send a request to the Navigation Unit for approval by IRCC.
- Spaces may not be transferred directly to another SAH unless the space(s) are attached to a case and both the case(s) and the space(s) are being transferred. SAHs may contact the Navigation Unit for approval by IRCC in such situations.

Allocation Methodology for OAS Spaces:

Initial Advance of OAS Spaces (December 2021)

- 10 OAS spaces were initially advanced to each eligible SAH (see above for details on eligibility) on December 2, 2021. SAHs who indicated an interest in less than 10 spaces in their 2022 Expression of Interest are encouraged to return any unwanted advanced OAS spaces to the OAS reserve pool by contacting the Navigation Unit.

Allocation of the Remaining OAS Spaces

- Additional OAS spaces were allocated to individual SAHs on April 12, 2022 based on Expressions of Interest (EOIs) up to a maximum of 50 spaces per SAH, including the 10 advanced spaces each eligible SAH received. SAHs who requested fewer than 50 spaces for Afghans in their EOI received the full amount requested.
- The remaining unallocated OAS spaces, plus any unwanted spaces returned by SAHs, are made available to SAHs through a separate OAS reserve pool:
 - Subject to availability, SAHs may request spaces from the OAS reserve pool to a maximum of 25 spaces at a time.
 - Requests for additional spaces can be made to the Navigation Unit in the following situations:
 - The SAH has two (2) or fewer spaces remaining based on their internal records and submits a brief declaration to the Navigation Unit to attest to this; **AND**
 - The Navigation Unit has provided confirmation emails to the SAH for the equivalent number of used spaces; **OR**
 - IRCC's OAS report indicates that the SAH has two (2) or fewer OAS spaces remaining.
 - The deadline to return unused OAS spaces to the pool for use by other SAHs is **May 31, 2023**. SAHs are not permitted to return OAS spaces to the pool beyond this date. Any unused OAS spaces in a SAH's possession after December 31, 2023 will count against the SAH's regular allocation of PSR spaces under the global SAH cap for 2024.
 - Since OAS pool spaces are extremely limited, SAHs are encouraged to return unused OAS spaces at their earliest convenience by contacting the Navigation Unit.

- Since the point at which OAS pool spaces were first exhausted in 2022, the Navigation Unit has maintained a waitlist. Spaces will be released to SAHs on a first, come first serve basis as they become available.

Application Process:

1. Case Verification through the Navigation Unit
 - The SAH completes the *SAH Eligibility Checklist for Cases submitted under Operation Afghan Safety* and identifies which priority group(s) their proposed case meets.
 - **For linked cases, a single checklist may be used** (please refer to the [SAH Sponsorship Application Guide](#) for guidance on situations where cases may be linked). Extended family members who do not individually identify as a member of an OAS vulnerable group (as listed in parameters above) may be eligible for OAS via linking applications to a family member who does identify as a member of an OAS vulnerable group. All other usual PSRP requirements apply.
 - The PA does not necessarily need to be the individual on the application who meets OAS criteria.
 - If extended family members are linked, the SAH Eligibility Checklist must explain why the applicants of the linked applications should travel together (i.e., extended family members that do not meet the definition of a family member as per IRPR but plan to live in one household or as a family unit in Canada). A separate cover letter is not required.
 - The SAH emails the checklist to the Navigation Unit (maha@sahnavigationunit.ca).
 - The Navigation Unit verifies that the case belongs to one of the vulnerable priority groups based on information provided in the checklist and ensures that the SAH has sufficient OAS spaces.
 - If the Navigation Unit is unable to determine if a case is eligible based on information provided in the checklist, they may refer the case to IRCC for review.
 - If insufficient information is provided on the checklist (e.g., no priority group is checked off, the narrative description is lacking in sufficient detail), the Navigation Unit will follow-up directly with the SAH for additional information.
 - If a SAH has insufficient OAS spaces, they may:
 - use regular PSR spaces (the case would not be expedited for processing); or
 - request OAS pool spaces.
 - If the OAS reserve pool has insufficient spaces, the SAH may:
 - request an exception for additional spaces to be released from the OAS reserve pool to allow for an entire [family](#) to be sponsored together (including extended family members). The request would be sent to the NU, and the NU would submit the request to IRCC for consideration along with their recommendation.
 - The Navigation Unit responds via email to confirm that all criteria have been met (case appears to fit into one of the identified priority groups and SAH has sufficient OAS spaces).
2. Submission of Applications to IRCC

- The SAH includes the checklist and the Navigation Unit's confirmation email along with their case submission to IRCC.INROCO-CORORI.IRCC@cic.gc.ca, with "SAH OAS Pool" included in the email subject line.
- Upon receipt of the application and checklist, IRCC will process the case under the OAS initiative and send allocation tracking reports to the Navigation Unit for reconciliation. Both IRCC and the Navigation Unit will track OAS spaces separately from regular PSR spaces. SAHs are responsible for individually tracking and managing their OAS submissions so they do not exceed their OAS allocation.

Following submission of the case, should IRCC determine that the case does not meet eligibility criteria outlined in the checklist, IRCC will work with the Navigation Unit to identify available regular PSR spaces and return the OAS spaces to the OAS pool. In this case, the application will require re-submission under the regular PSR stream.

Appendix E: Resolving Report Errors & Case Status Requests

- The SAH Navigation Unit is responsible for liaising between IRCC and SAHs to track allocations, provide support with space reconciliation, and troubleshoot other allocations-related issues. If you have an issue with an application or your allocation report, please contact the SAH Navigation Unit with the required information for assistance.
- **Please do not send the SAH Navigation Unit any forms and/or identity documents from your applications.** These documents contain sensitive, confidential information for both the sponsoring group and refugee(s) that should only be shared with IRCC.
 - The sole exception to this is the OAS Eligibility Checklist, which must be submitted to the Navigation Unit as part of the OAS application process (see [Appendix D](#)).
- **If an application you submitted to IRCC is missing from your report, submit the following to the SAH Navigation Unit:**
 - SAH name
 - PA full name
 - PA DOB
 - Submission date
 - Written confirmation of receipt of standard IRCC auto-reply (no PDF attachments needed)
- **If an application you submitted is incorrectly appearing on your report, submit the following to the SAH Navigation Unit:**
 - SAH name
 - G number
 - PA full name
- **If the family size for an application on your report is incorrect, submit the following to the SAH Navigation Unit:**
 - SAH name
 - G number
 - PA full name
 - Correct family size as indicated in original Sponsorship Undertaking
- **If your application was submitted to IRCC via email, and you received an auto-reply but have not received a G number or Acknowledgment of Receipt eight (8) weeks, submit the following information to the SAH Navigation Unit:**
 - SAH name
 - G number
 - PA full name
 - Submission date
- **If your application has received a G number and Acknowledgement of Receipt but has not received a Sponsorship Decision from IRCC for twelve (12) weeks following submission, submit the following information to the SAH Navigation Unit:**
 - SAH name
 - G number
 - PA full name
 - Date G# was received

- **If you submitted an Add Dependant application in 2023 for a sponsorship application that was originally submitted prior to 2023, submit the following to the SAH Navigation Unit:**
 - *Reminder: This does not apply to newborn dependants who were born after the original application was received by IRCC, as they do not require a space and therefore do not need to be added to the report.*
 - SAH name
 - Original application PA full name
 - Original application G number
 - Original application submission date
 - Add Dependant full name
 - Add Dependant number of spaces
 - Confirmation of Add Dependant approval from IRCC