

Frequently Asked Questions on Sponsorship Agreement Holders Global Cap Allocation and Usage – 2024

Allocations, Reserve Pool, and Carry-Over

1. [How did IRCC decide on the number of spaces to allocate to each SAH?](#)
2. [Will IRCC ensure that SAHs are provided with 12 full months to submit applications in future years?](#)
3. [How can I sponsor more persons than my allocation allows?](#)
4. [What is the reserve pool and who can access it?](#)
5. [Is there a deadline to return spaces to the reserve pool?](#)
6. [How many of my unused 2023 spaces will be carried over into 2024? When will I receive these spaces, and when can I use them?](#)
7. [Can I carry over my unused 2024 spaces into 2025?](#)

Using and Reporting on Spaces

8. [What is my responsibility for keeping track of my allocation and application submissions?](#)
9. [What will happen if I exceed my total allocation?](#)
10. [What should I do if I don't agree with the spaces used shown on my report from IRCC?](#)
11. [Do I need spaces for non-accompanying dependants?](#)
12. [Can I just sponsor the Principal Applicant now and advise the PA to sponsor the rest of their family after settling in Canada?](#)
13. [What if I don't have enough allocations to cover an entire family unit?](#)
14. [Do I need space to sponsor One Year Window \(OYW\) cases?](#)
15. [Do I need space to add a dependant to an existing application?](#)
16. [Do I need space to sponsor Blended Visa Office-Referred \(BVOR\), or Joint Assistance Sponsorship \(JAS\) cases?](#)
17. [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?](#)
18. [How is date of receipt calculated?](#)
19. [If my application is returned as incomplete, can I resubmit using the original space\(s\)?](#)
20. [Will my space\(s\) be returned to me if my application is refused?](#)
21. [Will my space\(s\) be returned to me if my application is withdrawn either by the refugee overseas or by me?](#)
22. [If the spouse of a PA dies, and the PA remarries, is a space needed for the new spouse?](#)
23. [If a PA gets divorced and remarries, is a space needed for the new spouse?](#)
24. [If a PA dies, and a new application is required for the remaining dependant\(s\), will space\(s\) be needed?](#)

[Appendix A: 2024 Cap Space Allocation Process](#)

[Appendix B: 2024 Cap Space Allocation Process for SAHs whose Agreements are in Suspension / Not in Good Standing](#)

[Appendix C: Reserve Pool Access](#)

[Appendix D: Resolving Report Errors & Case Status Requests](#)

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 / not in good standing; and
 - the number of spaces available under the 2024 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 2024, allocations are based on 2021 and 2022 year-end submission data. 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 2024 allocation for use as of January 1, 2024. Eligibility was based on submission of the 2023 SAH Annual Report, including the Expression of Interest (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 and 2022 year-end submission data was used to calculate 2024 allocations due to a number of factors impacting SAH applications. Relying on final 2023 data to calculate 2024 allocations would delay the release of 2024 spaces and result in a limited 2024 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 8(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](#)).

In exceptional circumstances when a SAH takes on an existing case originally submitted by another SAH whose Sponsorship Agreement with IRCC has been cancelled or is otherwise no longer valid:

- Additional cap space will not be required; and
- these transferred cases will be included in the replacement SAH's total space usage for 2024.

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 require additional spaces. Additional information about **accessing reserve pool spaces can be found in [Appendix C](#)**.

SAHs cannot carry over spaces received via the reserve pool, and these spaces are distributed with the intent that SAHs use them in 2024. Therefore, pool requests should only be made if a SAH is confident that they can submit these cases in 2024 or is otherwise able to return the spaces to the pool by the deadline (see [Q5](#)).

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, 2024**. Promptly returning these spaces will help ensure their redistribution to and use by other 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 are not factored into this calculation.

Q6: How many of my unused 2023 spaces will be carried over into 2024? When will I receive these spaces, and when can I use them?

A6: A limited number of SAHs' unused 2023 spaces will be automatically carried over for use in 2024.

Given the time required to finalize 2023 year-end SAH submissions data, which is needed to calculate carry over numbers, any **carried over spaces from 2023 will not be available for use until 2023 submission data is finalized** – i.e., not included with January 1st advanced spaces, nor when 2024 allocations are issued. The SAH Navigation Unit will notify you of your 2023-2024 carry-over amount once these spaces are calculated by IRCC and become available for use.

The following maximum number of unused 2023 spaces will be carried over for use in 2024:

- 25 spaces; or
- 10% of your initial 2023 allocation, whichever is higher.

Spaces carried over from 2023 to 2024 will expire after December 31, 2024 and **cannot be carried over again** into 2025. Applications submitted in 2024 using 2023 carry over spaces are considered 2024 submissions and will therefore be counted among your SAH's 2024 space usage. IRCC will factor this in when calculating future years' allocations.

Q7: Can I carry over my unused 2024 spaces into 2025?

A7: No; SAHs will no longer individually carry over their spaces. All spaces in a SAH's possession after the September 30 deadline to return spaces to the reserve pool **must be used in 2024**, as they cannot be carried over. SAHs should therefore aim for a balance of zero (0) spaces on December 31, 2024.

This practice was introduced during the COVID-19 pandemic to provide SAHs with the opportunity to make use of their unused spaces from 2020. In the post-pandemic context, individual carry over spaces have become overly complex to track, which has delayed their release date, also impeding SAH access to the reserve pool. As a result, this approach no longer offers its initial intended benefit to SAHs.

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

A8: SAHs are responsible for managing their sponsorship application submissions to avoid exceeding their individual allocation. This includes tracking each of their applications using the submission data supplied by IRCC via the SAH Navigation Unit.

In alignment with IRCC's current intake processing service standards per the [IMM5413 Guide](#), SAHs will receive an **allocations report once every two (2) months** from the SAH Navigation Unit. This report will confirm their year-to-date sponsorship application submissions with G numbers as per IRCC's current data. Before submitting a new application, SAHs are encouraged to check the latest report they have received against their internal records and adjust their report balance to account for any applications submitted but not yet showing on the report to avoid over-submissions.

Given the direct link between intake processing and allocations reporting, and per Section 7(h) of the Sponsorship Agreement, IRCC will also make all reasonable efforts to carry out processing within reasonable timelines, acknowledging that failure to do so may prevent SAHs' ability to fulfill their own responsibilities under the Agreement.

Contact the SAH Navigation Unit for support with managing and tracking your allocation.

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

A9: Per Section 8(e) of the Sponsorship Agreement, SAHs must have sufficient spaces to submit an application.

SAHs are responsible for internally managing their allocation and tracking all application submissions. This activity is intended to be supplemented by the receipt of regular and accurate submission data from IRCC via the SAH Navigation Unit.

In some cases, over-submission may not be identified until the finalization of annual submission data at year-end. Barring any errors in submission data, SAHs who significantly exceed their available spaces (the total of their 2024 allocation, 2023 carry over, and any additional pool spaces) may be referred by IRCC for mandatory training with the RSTP before they can continue to submit applications.

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 D](#) for instructions), and they will resolve the issue with IRCC 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 6 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 contingency 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.

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. This will either be the date of online submission via the Permanent Residence Portal, or the date a mailed application is received by the IRCC mailroom. The time stamp used in the PR Portal is in Universal Time (UTC).

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: Yes. As per [Q18](#), no space(s) is used when an application is deemed by IRCC to be incomplete; therefore, SAHs may resubmit a returned 2024 application using the original space up until December 31, 2024. Any complete application received by this date will be processed using 2024 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 SAHs to resubmit in 2024.

With the elimination of email submissions and introduction of the PR Portal, IRCC will no longer issue Pre-return Information Requests to SAHs. Partially incomplete applications will be fully returned to the SAH.

The Allocations Working Group will convene in 2024 to clarify the process for the resubmission of applications which were initially submitted in 2024 and later returned by IRCC in early 2025. The Navigation Unit will confirm this process with SAHs.

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: Space(s) will not be returned if either the SAH or the refugee withdraws the application after it has been issued a G number. 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.

When an application is withdrawn prior to the issuing of a G number, the SAH will retain the space(s).

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.

Q25: If the family member of a PA dies, will the space be returned?

A25: If the death occurs in the same year the application was submitted, the space may be returned to the pool. Otherwise, the space is not returned.

Appendix A: 2024 Cap Space Allocation Process

- As per Section 17 c) 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 2023 or 2024) 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 2024 EOI.
- **SAHs in suspension / not in good standing status** will have their allocation put on hold pending Agreement reinstatement. Upon reinstatement, they will receive a reduced allocation of up to 25 spaces per [Appendix B](#).
- **All other SAHs** will receive spaces using the following formula:

Base amount:

- the higher of their 2021 or 2022 submissionsⁱ; plus
- 40% of 2023 OAS submissions.

Top-up:

- an additional 4% of this base amount will be added to the total allocation.

SAHs who requested less spaces in their EOI will have their allocation adjusted accordingly.

- No individual SAH will be allocated more than 5% of the total number of spaces available under the SAH global cap (i.e., 675 out of the 13,500 spaces available for 2024).
- **30 spaces will be held in a contingency pool.** SAHs who do not have enough spaces to cover the addition of new family members through the Add Dependant process may request these spaces at any time, regardless of their current space balance. Any unused contingency pool spaces remaining as of September 30, 2024 will be released to the SAH reserve pool for redistribution.
- **125 spaces will be held in an IRCC reserve pool** for eventual distribution to new SAHs who sign Agreements in 2024. Any unused IRCC reserve pool spaces remaining as of September 30, 2024 will be released to the SAH reserve pool for redistribution.
- **The remaining unallocated spaces will be held in a reserve pool** for eligible SAHs. 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: 2024 Cap Space Allocation Process for SAHs whose Agreements are in Suspension / Not in Good Standing

- SAHs whose Agreements are reinstated following suspension / not in good standing will receive a total allocation of up to 25 spaces (or their EOI number if under 25), or a lower number per the discretion of IRCC, as a condition of Agreement reinstatement.
- **SAHs whose Agreements were both:**
 1. **suspended / not in good standing at any time during 2022 or 2023**
 2. **reinstated and in good standing prior to 2024 allocations being issued**
 - These SAHs will either receive a total allocation of 25 spaces (or their EOI number if under 25), or a lower number per the discretion of IRCC as a condition of Agreement reinstatement.
- **SAHs whose Agreements are in suspension / not in good standing at the time 2024 allocations are issued:**
 - These SAHs will not be allocated any spaces until **after** their Sponsorship Agreement is back in good standing.
 - Once the Agreement is reinstated and in good standing, the SAH will either receive a total allocation of 25 spaces (or their EOI number if under 25), or a lower number per the discretion of IRCC as a condition of Agreement reinstatement.
- **SAHs whose Agreements are put into suspension / not in good standing after 2024 allocations are issued:**
 - These SAHs will have their allocation put on hold and will not be permitted to submit applications (except for OYW and Add Dependents) until the Agreement is back in good standing.
 - **After** the Agreement is back in good standing, the SAH's allocation will be reduced to a maximum of 25 spaces, including any spaces already used in 2024.
 - If a SAH has already used more than 25 spaces when their Agreement is put into suspension / not in good standing, they will not be able to submit any additional applications in 2024, regardless of future reinstatement into good standing.
 - 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 June 1, 2024** 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 or unneeded spaces is **September 30, 2024**.
- Subsequent blocks of spaces may be requested after September 30, 2024, subject to availability.

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 2024 allocation (in blocks of 25).

Reserve Pool Ineligibility

SAHs in the following categories will not be eligible to receive reserve pool spaces in 2024:

- **New SAHs:**
 - Reserve pool access for new SAHs will commence 12 months after signing their first Sponsorship Agreement with IRCC.
- **SAHs reinstated following suspension / not in good standing:**
 - These SAHs 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: 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 (allocations@sahnavigationunit.ca) 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.
- Per IRCC's [IMM5413 Guide](#), if your application was submitted to IRCC, but you have not received a G number and Acknowledgment of Receipt (AOR) more than 60 days after submission, contact the SAH Navigation Unit with the following:
 - SAH name
 - PA full name (FAMILY NAME, Given Name)
 - Submission date
- Per IRCC's [IMM5413 Guide](#), if your application has received a G number and AOR, but has not received a Sponsorship Decision from IRCC for more than three (3) months after submission, contact the SAH Navigation Unit with the following:
 - SAH name
 - G number
 - PA full name (FAMILY NAME, Given Name)
 - Date AOR with G number was received
- **If you submitted an Add Dependant application in 2024 for a sponsorship application that was originally submitted prior to 2024, 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