Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 10:15:24 AM
From: [redacted] Representatives / Représentants [redacted] (I[redacted]
Sent: Mon, 3 Feb 2025 18:02:24
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: TR: Is there an ERROR in the EE creator tool? - REP-2025-0026- Due 31-Jan-25
Importance: Normal
Sensitivity: None

Good day,

[redacted] **Immigration Representatives Mailbox**

Please note that this mailbox is intended for general guidance and does not provide responses to case-specific inquiries but have provided the following information as guidance. If you have case specific questions about a file, you are encouraged to submit the IRCC Web form.

Please see our response to your question:

Question:

Further to my communication below.

I did manage to create a profile, but once an application is started in the system (beyond the EE eligibility stage) the information for the spouse is only to determine the CRS points for a SIBLING and not for a family member. Family members are not awarded additional points under the CRS scoring mechanism.

The problem originates with the eligibility to ENTER the pool. The applicant is eligible, but the system renders him ineligible.

If I add the family member to the main applicant instead of his spouse, I am able to create the profile, but once I enter all the information to determine the CRS score, I receive an error message that my client is NO LONGER eligible for Express Entry.

Answer:

We regret to inform you that we are unable to address case-specific questions directly. All case-specific inquiries should be submitted via the IRCC Web form. Based on the description of the issue, there appears to be a misunderstanding regarding the Comprehensive Ranking System (CRS). Please allow us to clarify: While points under the Federal Skilled Worker (FSW) selection criteria may be awarded for a family member in Canada, it is important to note that the CRS does not allocate points for family members in Canada who are not siblings. Furthermore, the CRS score is used exclusively for ranking purposes and does not influence eligibility under the Express Entry program. Please refer to the Express Entry: Federal Skilled Worker Program eligibility requirements for more details.

Should you continue to experience technical difficulties, we recommend that you submit a detailed report using the IRCC Web [redacted] choose the option for technical issues and include screenshots that capture the full browser window. The screenshots should include:

- * The website address field of the page where the issue is occurring or where you are attempting to log into your account,
- * The information you entered,
- * The error messages you received, and
- * The date and time when the issue occurred.

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This information is crucial for diagnosing the technical issue you are encountering.
Please be advised that the assessment of an application is conducted on a case-by-case basis, taking into consideration the specific circumstances and the supporting documentation available to the officer. It is the applicant's responsibility to provide sufficient documentation to demonstrate that they meet the requirements.
We trust that this information will be of assistance to you.
Sincerely,
The Immigration Representatives Mailbox

De :
Envoyé : 17 janvier 2025 13:54
À : Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted].gc.ca>
Objet : RE: Is there an ERROR in the EE creator tool? - REP-2025-0026- Due 31-Jan-25

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Please advise.

Kind regards,

From: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC@[redacted]
Sent: [redacted] 17, 2025 11:41 AM
To
Cc: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted].gc.ca>
Subject: TR: Is there an ERROR in the EE creator tool? - REP-2025-0026- Due 31-Jan-25

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[redacted] **Immigration Representatives Mailbox**

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Please see our response to your question.

Question:

When I create a profile for a client of mine there seems to be an error in your online creation tool.

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In the qualifying section there is a question whether the main applicant has a family member in Canada, the answer should be no if the main applicant doesn't have a family member.

In the spouse's section there are only two qualifying questions for adaptability: Work or Study in Canada. I believe in this section there should be a question asking whether the SPOUSE has a family member in order to be awarded 5 points towards adaptability and then render the applicant eligible for Express Entry.

I have the following profile who seems to be NOT eligible if I answer your questions in my EE portal:

Applicant is born on

Has a

Has less than 6 months WE in Canada.
Does NOT have AE (because he is not working one year yet on a non LMIA WP)

English above CLB 7 (Listening 6.5 , Reading 6, Writing 7, Speaking 7 on an IELTS test)

Has more than 6 years of high skilled work exp

Has the settlement funds

Spouse has English CLB 7

Spouse has a niece/nephew in Canada.

<u>According to my calculation he should be eligible as a FSW:</u>

Language: 20

Education: 23

Skilled WE: 15 for more than 6 years in the past

Age: 0

AE: 0

Adaptability: Spouse English: 5

Spouse Family Member: 5

<u>Total: 68</u>

He therefore meets the threshold to ENTER the pool, but the system renders my profile as <u>ineligible</u> and not being able to [redacted]

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I believe the error is that the system doesn't ask for the SPOUSE's family members to obtain the additional 5 points.

When I indicate that HE (the main applicant) has a family member) then he is eligible to apply.

Could you perhaps confirm whether I am correct in assuming that there is an error in how the questionnaire is set- up or am I making a mistake in my calculations?

Answer:

[redacted] issue, our technical team has been advised.

In our preliminary investigation the qualifications described in your inquiry have been tested and it has been confirmed that all the calculations are working as intended.

However, we are aware that there is an issue in the questionnaire which results in the following message displayed in error: "Based on your answers, you do not appear to be eligible for Express Entry".

Please be advised that in this case it is possible to ignore the message and proceed with creation of an FSW-eligible profile. You will have an opportunity to enter the information regarding the accompanying spouse's relative in Canada at a later stage in the Express Entry profile creation.

We trust that this information will assist you.

Sincerely,

The Immigration Representatives Mailbox

De :
Envoyé : 5 janvier 2025 14:08
À : Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Objet : Is there an ERROR in the EE creator tool?

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Age: 0

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Adaptability: Spouse English: 5
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Total: 68

He therefore meets the threshold to ENTER the pool, but the system renders my profile as ineligible and not being able to apply.

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Thanks!