Refugee Sponsorship Application Submitted – What Happens Next?
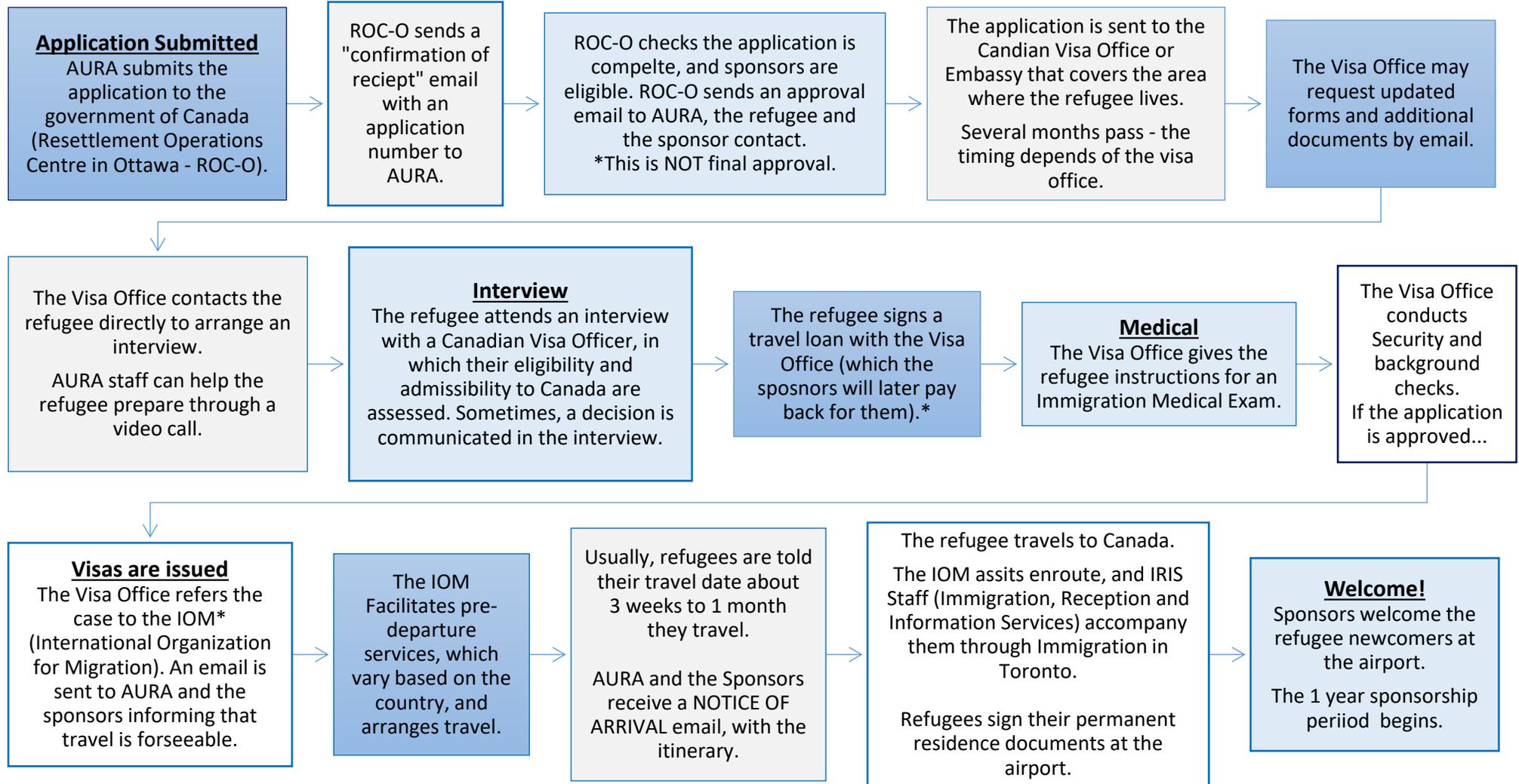
This diagram outlines the steps involved in processing a "Named Case".

Application Submitted
AURA submits the application to the government of Canada (Resettlement Operations Centre in Ottawa - ROC-O).

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ROC-O sends a "confirmation of reciept" email with an application number to AURA.

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ROC-O checks the application is compelte, and sponsors are eligible. ROC-O sends an approval email to AURA, the refugee and the sponsor contact.
*This is NOT final approval.

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The application is sent to the Candian Visa Office or Embassy that covers the area where the refugee lives.
Several months pass - the timing depends of the visa office.

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The Visa Office may request updated forms and additional documents by email.

The Visa Office contacts the refugee directly to arrange an interview.
AURA staff can help the refugee prepare through a video call.

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Interview
The refugee attends an interview with a Canadian Visa Officer, in which their eligibility and admissibility to Canada are assessed. Sometimes, a decision is communicated in the interview.

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The refugee signs a travel loan with the Visa Office (which the sposnors will later pay back for them).*

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Medical
The Visa Office gives the refugee instructions for an Immigration Medical Exam.

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The Visa Office conducts Security and background checks.
If the application is approved...

Visas are issued
The Visa Office refers the case to the IOM* (International Organization for Migration). An email is sent to AURA and the sponsors informing that travel is forseeable.

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The IOM Facilitates pre-departure services, which vary based on the country, and arranges travel.

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Usually, refugees are told their travel date about 3 weeks to 1 month they travel.
AURA and the Sponsors receive a NOTICE OF ARRIVAL email, with the itinerary.

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The refugee travels to Canada.
The IOM assits enroute, and IRIS Staff (Immigration, Reception and Information Services) accompany them through Immigration in Toronto.
Refugees sign their permanent residence documents at the airport.

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Welcome!
Sponsors welcome the refugee newcomers at the airport.
The 1 year sponsorship periiod begins.

*In some countries the IOM does not operate, and refugees must arrange and pay for their own travel (E.g. Saudi Arabia, Iran)

! During the process, Visa Offices communicate with refugees using the email and phone number submitted in the application forms. The contact information must be reliable, correct and up to date. AURA can update the file if contact information changes.

Processing times are not guaranteed, and vary according to Visa Office. They can be checked online or by contacting AURA. Average = 1 to 2 years.