**Instructions and Undertaking: Immigration Program Manager**

As the designated manager responsible for immigration cost-recovery fees at the mission, I hereby undertake to provide for the safekeeping, collection and accounting for those fees.

I fully understand my responsibilities related to their safekeeping, collection and accounting, described below.

**RESPONSIBILITIES**

1. I will review, on an annual basis, the requirement for training for cost-recovery staff.

2. I will meet, on a quarterly basis, with the Cost-Recovery Officer and ensure that he or she is well versed in the departmental procedures and that an appropriate cost-recovery quality assurance structure is in place at the mission.

3. I understand that it is my duty to ensure that security controls are in place and scrupulously monitored to ensure the integrity of the accounting system for the Immigration Cost-Recovery Program.

4. I will attempt to secure an individual for the position of Cost-Recovery Clerk who has had extensive previous experience in cash handling (e.g., bank teller, cost-recovery clerk, etc.). The individual’s criminal and credit record will be checked before he or she is offered employment.

5. I understand that it is my responsibility to appoint and supervise a CRO to be responsible for the accounting and collection of fees. I will try to ensure, where possible, that the person chosen as CRO is an individual with excellent organizational and managerial skills, is not on his or her first overseas assignment and is not responsible for key documents. I understand that the CRO’s cost-recovery responsibilities should take up 10% to 20% (depending on the mission’s cost-recovery intake level) of the CRO’s time and I will assign other duties (including processing) accordingly.

6. In the unique event where the request for refunds necessitates a ruling from NHQ, I recognize that it is my responsibility to provide NHQ with the full details.

7. If I am responsible for area visits in my region, I will review the standard procedures regarding these visits to ensure that the cost-recovery fees collected and the immigration officers undertaking the visits are adequately secured and protected.

8. If I am manager of a full processing mission, I will ensure that through periodic visits to the small missions in my area, systems and controls are in place for the collection and deposit of immigration program revenues. I will use the job description checklist to assist me in this task.

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Date

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Signature of IPM

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Signature of HOM