



## How We Operate | Employee Training 2023

WayMaker Immigration Services Inc.



## Remote Position

- Our Work from Home solution removes barriers enabling our team to work anytime, and anywhere to deliver high quality customer service.
- Log in to your employee profile to access the Remote Work Policy and other employment records.
- [Log-In](#)

# How we effectively work as a remote team

- Open Communication
- Clear Goals & Objectives
- Ongoing Support
- Maintain Transparency
- Encourage Innovation



# Virtual Management Tools



## Google Workspace

Primary  
Communication  
Platform. Gmail,  
Calendar & Google  
Drive



## Website Dashboard

Forms & Submissions,  
Manage Client Progress,  
Manage Digital Business  
Platform, Website  
Maintenance & More.



## Adobe Acrobat

Edit PDF's, Prepare  
Agreements, Collect E-  
Signatures, Compile &  
Compress Documents.

A hand holding a smartphone in front of a whiteboard with sticky notes. The whiteboard is covered with various colored sticky notes (yellow, green, blue, red) and some faint text. The hand is holding the phone vertically, and the screen is blank. The background is slightly blurred, focusing attention on the phone and the text.

# 7-Step Client Management Process

WayMaker Immigration Services Inc.

# WayMaker Client Process

## Step 1:

- RCIC conducts the initial consultation. A consultation summary is created by administration. The appropriate employees will be corresponded.

## Step 2:

- Client creates a profile on the client portal and is directed to pay the deposit and sign the service agreement. Once the agreement is signed, the client is in our back- office system.

## Step 3:

- At this stage the client is either waiting for admission assistance or directed to book their processing date and submit documents.

## Step 4

- Once documents are received, they must be sorted, validated and the client must be given the correct forms. [See Document Categorization List](#)

# WayMaker Client Process

## Step 5:

- Application Processing for Administration – Complete application form, edit study plan and review client's file. [See application form reference guide.](#)

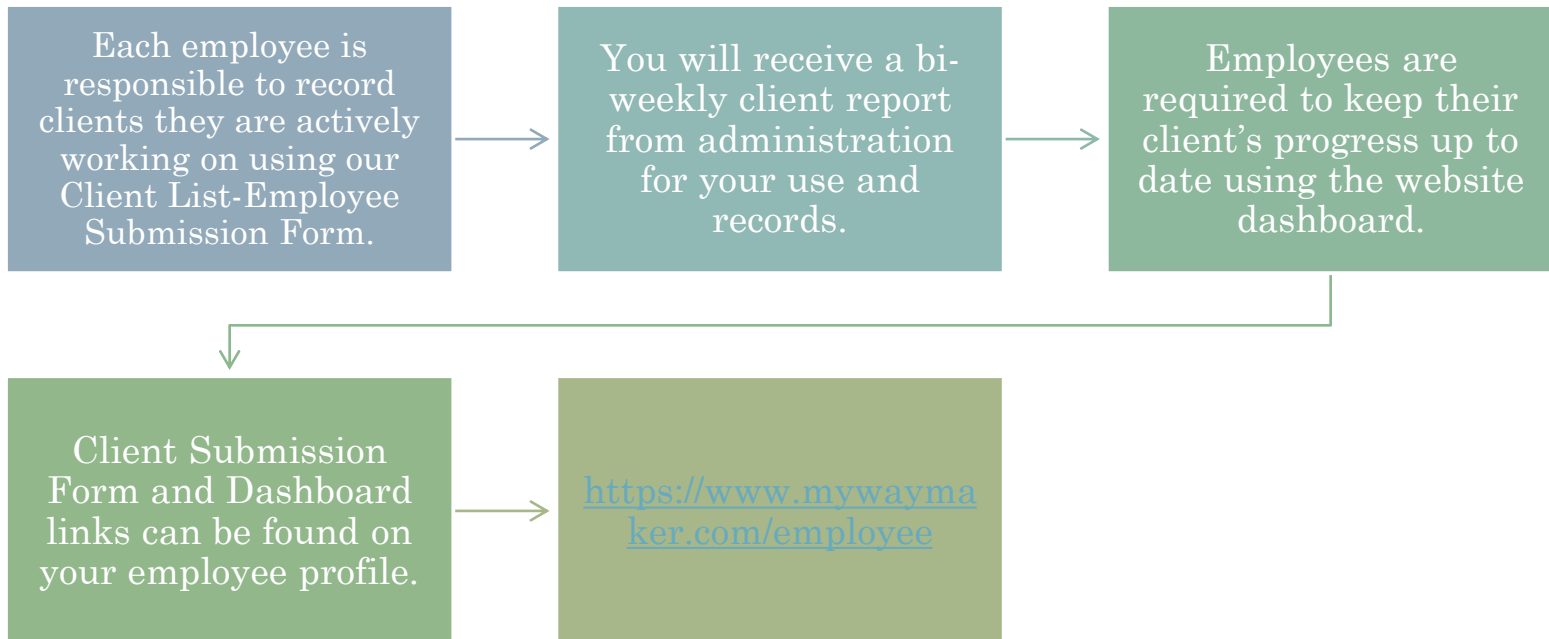
## Step 6:

- Application Processing for RCIC- Finalize study plan, financial audit, create submission letter, & finalize application.

## Step 7:

- Ready for Submission – A ready for submission email is sent to the client for approval. Post- submission emails are expected such as biometrics, travel assistance and on-going family applications.

# Client List- Employee Submission





# The Value of Open Communication

When employees openly communicate, they express their thoughts, feelings and plans clearly and assertively.

We encourage you to share information between co-workers in a transparent, honest, consistent and dependable way.

Feedback is a necessary part of communication. Feedback will be provided regularly, and we encourage you to provide feedback as well.



A close-up photograph of a hand holding a pen, with the hand and pen slightly blurred to create a sense of depth. The background is a solid, dark grey color. The text is overlaid on the image in a white, serif font.

# We Encourage Innovation

Consider innovation as part of your daily task. Bring your ideas to life.



On-going  
Support  
and  
Additional  
Training  
will be  
provided.

[Employee Profile >](#)