FACTSHEET

Refugee Claimants Accessing WorkBC Services

BC Refugee Hub

November 2026

Who Can Access WorkBC Services?

WorkBC Employment Services

Available to:

- Refugee claimants with a valid work permit
- Protected persons with a valid work permit
- Individuals with a pending Pre-Removal Risk Assessment (PRRA) who have a valid work permit

Please note: Individuals who do not have a valid work permit are *not eligible for full WorkBC employment services* but may access self-serve resources available at WorkBC Centres.

Self-Serve Resources

Self-serve resources are available to **everyone**, regardless of immigration status or work authorization. This includes:

- Asylum seekers who have not yet submitted a refugee claim
- Individuals who are not authorized to work in Canada
- Anyone seeking general employment information and resources

Immigration status	WorkBC services	Self-serve resources
Refugee claimants with a valid work permit	✓	✓
Protected persons with a valid work permit	✓	✓
Individuals with a pending PRRA and a valid work permit	✓	✓
Asylum seekers who have not yet submitted a refugee claim	✗	✓
Individuals without authorization to work in Canada	✗	✓

Pre-Removal Risk Assessment (PRRA) Applicants

Individuals with a pending Pre-Removal Risk Assessment (PRRA) who hold a valid work permit are eligible to access WorkBC Employment Services. PRRA applicants may access the same services available to refugee claimants.

To access services, clients should bring:

- A valid work permit
- Documentation related to their PRRA application or current immigration status

WorkBC assesses eligibility based on current documentation and authorization to work in Canada.

Age-based services

- Individuals aged 16+ and older can access WorkBC employment services.
- Youth aged 16-30 may be referred to designated youth services.

Documentation Requirements

To access WorkBC services, clients should provide:

Refugee Claimant	Protected Persons	Pre-Removal Risk Assessment (PRRA)
✓ Valid work permit ✓ **One of the following:** Confirmation of Referral Letter; Acknowledgement of Claim; Refugee Protection Claim Document (RPCD); Refugee Protection Identity Document (RPID); Client Application Summary	✓ Valid work permit ✓ **One of the following**: Notice of Decision; Verification of Status from IRCC	✓ Valid work permit ✓ **One of the following:** Confirmation of Referral Letter; Acknowledgement of Claim; Refugee Protection Claim Document (RPCD); Refugee Protection Identity Document (RPID); Client Application Summary

How to Access WorkBC Services

Step 1: Contact a WorkBC Centre

- Clients can visit their nearest WorkBC Centre in person, online, or via phone.
- Frontline workers can support clients by helping them locate the WorkBC office closest to their home.
- All WorkBC service providers can be found here

Step 2: Complete Online Registration

- Clients will be directed to register through Online Employment Services (OES) or their employment counsellor does it for them.

To complete registration, clients typically require:

- ✓ Social Insurance Number (SIN)
- ✓ Basic personal information

Photo identification is required, but contact WorkBC if this is a barrier.

Step 3: Meet with a Case Manager

Following registration, clients will be booked for an intake appointment with a WorkBC employment counsellor.

During the appointment:

- Eligibility will be confirmed
- Documentation will be reviewed
- A needs assessment will be completed

This information is accurate and current as of November 2026.

Types of WorkBC Services Available

Refugee claimants, protected persons, and PRRA applicants are eligible for the following services.

WorkBC services are tailored to individual needs and eligibility and may include self-serve supports, personalized employment assistance, workshops, and financial supports.

Personalized Employment Support

Clients may also work one-on-one with an employment specialist to:

- Assess skills, experience, and employment goals
- Develop a personalized job search plan
- Receive coaching and ongoing employment support

Workshops and Skills Development

WorkBC offers free workshops (group or individual) including:

- Resume and cover letter writing
- Interview preparation and practice
- Job search strategies and networking
- Career exploration and interest-based assessments
- Life and essential skills development, including self-care and workplace readiness

Job Search Support

Employment specialists support clients to:

- Connect with local employers and job opportunities
- Support customized or supported employment approaches for persons with disabilities

Financial Supports

In some circumstances, WorkBC may provide financial supports to help individuals participate in approved employment programs or training activities.

Availability and eligibility are determined on a case-by-case basis.

These may include:

- Transportation to interviews, training, or work
- Childcare or dependent care supports
- Work clothing, tools, supplies, or equipment
- Certification or licensing fees
- Other employment-related supports, including disability-related needs

Financial supports are generally available to clients who are receiving case-managed services and have an active employment plan in place with WorkBC.

Case-Managed Services

Refugee claimants, protected persons, and PRRA applicants may be eligible for case-managed services if they:

- Are unemployed or underemployed
- Are legally authorized to work in British Columbia
- Are not attending school full-time (with some exceptions)
- Are not attached to employment (e.g., on leave with expectation of return)

There is no formal minimum language benchmark required to access WorkBC services. Language level alone should not be a barrier to receiving services; supports may be adapted based on client needs.

Self-Serve Resources (available at WorkBC Centres)

Self-serve resources are available to everyone, regardless of immigration status or work permit, including: Asylum seekers, individuals without valid work permit in Canada, refugee claimants, protected persons, and PRRA applicants.

Individuals who do not meet case management criteria may still be able to access self-serve resources, including:

- Computers with internet access for job searching
- Job boards with current job postings
- Photocopying and scanning services
- Resume and interview resources
- Labour market information (e.g., in-demand jobs, employment trends, skills requirements)
- Career exploration tools

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