



Task Title: Refund Policies for Community Classes

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☒ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☒

Task Description: The learner will review policies for recreation policies and answer questions about class refunds.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2

Materials Required:

- Pen/pencil and paper and/or digital device
- Computer

Learner Information

Customer service representatives and other staff members may need to respond to questions about policies and procedures. People who sign up for courses should also be aware of the circumstances under which they can cancel and receive a refund if they choose not to attend.

Go to the City of Hamilton's website and scan the information about refunds for recreation programs:

<https://www.hamilton.ca/things-do/recreation/customer-service/recreation-refunds>

Work Sheet

Task 1: A customer paid for a program with a personal cheque. This program is fully refundable before the start date. What may be deducted from the refund amount that is issued?

Answer:

Task 2: A customer purchased an annual membership. After 7 months, they request a refund. List any policies that explain refunds under this circumstance.

Answer:

Task 3: A customer used a Visa card to pay for a drop-in gym session. They no longer wish to attend. List any policies that explain refunds under this circumstance, including how the refund would be issued.

Answer:

Task 4: A customer paid for a Bronze Cross course with a personal cheque. They have attended the first class but do not want to attend any longer. List any policies that explain refunds under this circumstance.

Answer:

Answers

Task 1: A customer paid for a program with a personal cheque. This program is fully refundable before the start date. What may be deducted from the refund amount that is issued?

Answer: Refund cheques may be subject to an Administrative Processing Fee.

Task 2: A customer purchased an annual membership. After 7 months, they request a refund. List any policies that explain refunds under this circumstance.

Answer: This pass is non-refundable after six months. The customer will not receive a refund.

Task 3: A customer used a Visa card to pay for a drop-in gym session. They no longer wish to attend. List any policies that explain refunds under this circumstance, including how the refund would be issued.

Answer: A refund would be issued to their Visa (original method of payment) if eligible; however, drop-in gym sessions are non-refundable so the customer would not be refunded.

Task 4: A customer paid for a Bronze Cross course with a personal cheque. They have attended the first class but do not want to attend any longer. List any policies that explain refunds under this circumstance.

Answer: After the program has started, the program is non-refundable. Course materials and exam fees are non-refundable. Refund requests require manager approval and submissions of the refund request form. If approved, the refund will be prorated based on the number of classes remaining from the date the request was received. Refunds issued for payments made by cheque will be refunded by cheques issued by the City of Hamilton and may be subject to an Administrative Processing Fee.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	makes connections between sentences and between paragraphs in a single text			
	scans text to locate information			
	locates multiple pieces of information in simple texts			
	reads more complex texts to locate a single piece of information			
	makes low-level inferences			
	follows the main events of descriptive, narrative, and informational texts			
	obtains information from detailed reading			

This task: Was successfully completed ☐ Needs to be tried again ☐

Task Title: RefundPoliciesForCommunityClasses_EI_A1.2

Learner Comments:

Instructor (print):

Learner (print):