OALCF Task Cover Sheet

Task Title: Third-Party Authorization for Using Canada VRS

Learner Name:	
Date Started:	**Date Completed:**
Successful Completion: Yes___ No___	
Goal Path: Employment ✓ Apprenticeship___ Secondary School___ Post Secondary ___ Independence ✓	
Task Description: In this activity, learners are attempting to communicate with the Canadian Revenue Agency (CRA) using SRV Canada VRS. However, they have received a message from CRA stating that they must provide written authorization for CRA to share information using a third party. Learners must either find and complete the Consent to Disclosure of Personal Information form found on the SRV Canada VRS website, OR they can write a letter that includes all of the required information.	
Competency: A: Find and Use Information B: Communicate Ideas and Information D: Use Digital Technology	**Task Group(s):** A1: Read continuous text A2: Interpret documents B2: Write continuous text B3: Complete and create documents D: N/A
Level Indicators: A1.3: Read longer texts to connect, evaluate, and integrate ideas and information A2.3: Interpret somewhat complex documents to connect, evaluate, and integrate information B2.2: Write texts to explain and describe information and ideas B3.1: Make straightforward entries to complete very simple documents D.3: Experiment and problem-solve to perform multi-step digital tasks	
Performance Descriptors: see chart on last page	
Materials Required: • Desktop computer or laptop	

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You have some problems with your recent income tax, so you need to talk to a Canada Revenue Agency representative over the phone. However, they refused to discuss your income tax with you through Canada VRS. They sent you a message in your CRA account explaining why and how to resolve it.

Learner Information and Tasks:

Task 1: Read the message inside your CRA account and answer the questions:

What was the main reason the Canada Revenue Agency refused to discuss with you?

What do they require from you?

What resources does the Canada VRS website have about this issue?

Task 2: Resolve the issue by providing the proper third-party authorization information, using your personal information where needed. Give it to your practitioner.

Subject: REF #000796355 – Authorization Required

Date: June 14, 2024, at 1:43 pm

To whom it may concern,

Thank you for contacting the Canada Revenue Agency. We apologize that we are unable to assist you over the phone. To protect your CRA account, we cannot share your personal information with others without proper authorization. The CRA Privacy Policy states:

> Under the *Income Tax Act*, the *Excise Tax Act*, and the *Excise Act, 2001*, an employee may disclose taxpayer or confidential information to the person about whom the information relates. However, no employee can give that information to a third party without the written consent of the taxpayer, except where authorized by law to do so. Similarly, both the *Privacy Act* and the *Access to Information Act* do not allow the disclosure of personal information, except under circumstances as stated in the legislation.

Because you are using Canada VRS, which is a third-party service, we require written third-party authorization from you on your tax account file. You can consult SRV Canada VRS at www.srvcanadavrs.ca for more information.

You can securely upload your written authorization online on the Canada Revenue Agency website by logging into your tax account.

Please note that we will never contact you through email or text messages, and you also should never share your sensitive information in emails or text messages. If you need further assistance, please call our Customer Service at 1-800-123-4567. We will never share your confidential information over email or text messages.

Sincerely,

Isolda Bunesen
Representative #6543

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Answer Key

Task 1: What was the main reason the Canada Revenue Agency refused to discuss with you?

Using Canada VRS

OR

No third-party authorization

OR

Can't disclose personal information to others

What do you require from you?

Written third-party authorization

What resources does the Canada VRS website have about this issue?

Frequently Asked Questions – "What can I do if banks, health care services and government agencies refuse my Canada VRS call?"

OR

"Consent to Disclosure of Personal Information" template from CAV (downloadable form)

Task 2: A completed third-party authorization form. The learner may write their own third-party authorization letter or use the template from the Canada VRS website. The form must include:

Learner's full legal name
The name of the government agency
Learner's signature
Date

If the learner is writing their own third-party authorization letter, it must include words such as: "**authorize**," OR "**give full permission**," OR "**consent**" to share their "**personal**" OR "**sensitive**" **information** OR similar.

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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.3	• Manages unfamiliar elements (e.g. vocabulary, context, topic) to complete tasks			
	• Identifies the purpose and relevance of texts			
	• Obtains information from detailed reading			
	• Identifies sources, evaluates and integrates information			
A2.3	• Performs complex searches using multiple search criteria			
	• Manages unfamiliar elements (e.g. vocabulary, context, topic) to complete tasks			
	• Uses layout to locate information			
	• Identifies the purpose and relevance of documents			
	• Identifies sources, evaluates and integrates information			
B2.2	• Writes texts to explain or describe			
	• Uses a limited range of vocabulary and punctuation appropriate to the task			
	• Begins to organize writing to communicate effectively			
B3.1a	• Makes a direct match between what is requested and what is entered			
	• Makes entries using familiar vocabulary			
D.3	• Experiments and problem-solves to achieve desired results			
	• Manages unfamiliar elements (e.g. vocabulary, context, topic) to complete tasks			

	• Makes inferences to interpret icons and texts			

This task: was successfully completed___ needs to be tried again___

Learner Comments

_____ **_____**

Instructor (print) **Learner Signature**