

## Unit Title

**LA12                      Manage legal advice**

## Summary

This Unit is for you if you are involved in managing an ongoing case for a client. It may involve you in briefing someone outside the organisation to carry out some part of the case (e.g. a barrister) but it will be your overall responsibility to ensure that the case moves forward.

The Unit requires you to:

- Establish the case file
- Progress the case
- Close the case

There are 3 elements:

No	Title
LA12.1	Establish the case file
LA12.2	Progress the case
LA12.3	Close the case

This is a new Unit that has been developed for the Independent Legal Advice Sector. It has been developed in the format agreed for the NOS for Legal Advice.



**Element****LA12.1                    Establish the case file****Performance Criteria**

To meet the standard, you must be able to:

- 1        Open a client case file, using organisational procedures
- 2        Establish and agree with the client the desired case outcomes and milestones
- 3        Establish the method of funding the case and ensure the client is aware of any cost implications
- 4        Explain the organisational systems and procedures for working, including confidentiality, and check client's understanding
- 5        Comply with the relevant legislation, codes of practice, guidelines and ethical requirements
- 6        Record client details and agreed actions using organisational procedures for recording and storing client details

**The skills you will need to enable you to deliver the service effectively are**

- presenting information
- active listening
- questioning
- oral and written presentation
- negotiating
- problem solving
- summarising
- checking understanding
- time management
- resource management
- recording and storing information

## Knowledge and Understanding

To meet the standard, you must know:

- a) Organisational procedures for opening and maintaining client case files
- b) Why it is important to establish and agree the desired case outcomes and milestones
- c) Different funding sources for the case and how to access them
- d) Organisational systems and procedures for working with clients and why it is important to check client's understanding
- e) Relevant national, local, professional and organisational requirements relating to the equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest
- f) Why it is important to comply with different requirements and the consequences of non-compliance
- g) Organisational procedures for the recording and storing of client and case details

**Element**

**LA12.2 Progress the case**

**Performance Criteria**

To meet the standard, you must be able to:

- 1 Take timely steps to initiate and progress agreed actions on behalf of the client
- 2 Brief other individuals required to progress the case
- 3 Ensure that the client is kept informed at all stages of the case of progress against milestones and outcomes
- 4 Ensure that all deadlines and key dates are met
- 5 Ensure the case file is maintained accurately and is up to date
- 6 Make best use of available resources in progressing the case
- 7 Review and evaluate case progress against milestones and outcomes
- 8 Comply with the relevant legislation, codes of practice, guidelines, and ethical requirements
- 9 Record client details and agreed actions using organisational procedures for recording and storing client details

**The skills you will need to enable you to deliver the service effectively are**

- presenting information
- recording and storing information
- active listening
- questioning
- summarising
- reviewing/reflecting
- oral and written presentation
- negotiating
- problem solving
- decision making
- evaluation
- time management
- resource management

## Knowledge and Understanding

To meet the standard, you must know:

- a) Actions that should be taken to progress the case
- b) Why it is important to consult with and inform the client at each stage of the case
- c) Who might need to be briefed about the case
  - solicitor advocate
  - barrister
  - expert witness
 and what information they will require
- d) Why it is important to ensure that all deadlines and key dates are met
- e) Why it is important to maintain the case file accurately
- f) The reasons for making best use of resources
- g) Why it is important to continuously review and evaluate case milestones and outcomes
- h) Relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest
- i) Why it is important to comply with different requirements and the consequences of non-compliance
- j) Organisational procedures for the recording and storing of client details

**Element****LA12.3                    Close the case****Performance Criteria**

To meet the standard, you must be able to:

- 1            Review case progress against milestones and desired outcomes
- 2            Check any opinions/rulings and follow organisational procedures for progressing or closing the case
- 3            Evaluate the performance of externally briefed case workers for future reference
- 4            Ensure the client is made aware of any further actions they can take to progress the case
- 5            Explain reasons and procedures for closing the case and check client understanding
- 6            Agree with the client arrangements for case closure and close the case using organisational procedures
- 7            Comply with the relevant legislation, codes of practice, guidelines and ethical requirements
- 8            Record client details and agreed actions using organisational procedures for recording and storing client details

**The skills you will need to enable you to deliver the service effectively are**

- questioning
- summarising
- active listening
- oral and written presentation
- negotiating
- problem solving
- evaluating
- reviewing/reflecting
- decision making
- checking understanding
- time management
- resource management
- recording and storing information

## Knowledge and Understanding

To meet the standard, you must know:

- a) Why it is important to review case progress and ways of doing this
- b) Why it is important to consider any opinions/rulings and how to use them to decide further actions
- c) The importance of evaluating the performance of externally briefed case workers and how to do this
- d) The importance of keeping the client informed about the progress of the case, including plans for conclusion
- e) Organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest
- f) Why it is important to comply with different requirements and the consequences of non-compliance
- g) Organisational procedures for the recording and storing of client details