

Unit Title

LA18 Obtain and provide legal information materials

Summary

This Unit is for you if you are responsible for providing legal information materials within your service. You will be involved in reviewing the use of and need for information materials and obtaining and supplying them. Legal information materials may be made available in a variety of formats (e.g. posters, leaflets, newsletters, video) and can involve storage and dissemination using a range of media (e.g. paper-based, audio, website, intranet). Legal information materials may be for use by practitioners within the service or by clients and members of the general public.

The Unit requires you to:

- Identify the need for legal information materials
- Obtain and supply legal information materials
- Review the use and effectiveness of legal information materials

There are 3 elements:

No	Title
LA18.1	Identify the need for legal information materials
LA18.2	Obtain and supply legal information materials
LA18.3	Review the use and effectiveness of legal information materials

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**LA18.1 Identify the need for legal information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Review the legal information materials currently used by the service
- 2 Explore the future requirements for information materials, identifying any trends or developments in the ways in which such materials are presented and provided
- 3 Identify the range of users of legal information materials
- 4 Gather relevant information on the overall needs of users of legal information materials
- 5 Identify and confirm the specific needs of different client groups
- 6 Identify the life cycle of information materials
- 7 Assess how the information resources comply with relevant legislation, codes of practice, guidelines and ethical requirements

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

- questioning
- active listening
- research
- decision making
- written and oral presentation
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) What type of legal information materials are used
- b) What format the legal information materials are presented in
- c) Who should be involved in reviewing the information materials
- d) What the potential future needs might be
- e) How you might obtain information about future needs of users
- f) The type of trends or developments that might occur
- g) How to assess the potential impact of information and communication technologies on information material presentation and supply
- h) How to identify who uses legal information materials
- i) Who can provide information on users of legal information materials
- j) How clients' requirements of information materials may differ from each other
- k) How information materials will be used during their life cycle
- l) How to calculate the life cycle of information materials
- m) The relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection; why it is important to comply with them; and the consequences of non-compliance

Element**LA18.2 Obtain and supply legal information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Specify the legal information materials that should be obtained within the constraints of available resources
- 2 Identify and use methods to obtain relevant legal information materials that comply with organisational procedures and timescales
- 3 Record and store information materials using appropriate systems
- 4 Maintain sufficient supplies of available legal information materials to meet the needs of users
- 5 Identify and use the most appropriate methods to supply legal information materials to users
- 6 Help users to locate the information materials they need or provide information on other relevant sources
- 7 Record the supply of legal information materials using the relevant systems
- 8 Ensure that the information resources comply with relevant legislation, codes of practice, guidelines and ethical requirements

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

- recording and storing information
- active listening
- questioning
- research
- decision making
- written and oral presentation

Knowledge and Understanding

To meet the standard, you must know:

- a) Who requires to know what legal information materials are being obtained
- b) What resources are available for obtaining legal information materials
- c) How to prioritise needs
- d) What methods are available for obtaining information materials
- e) What the organisational procedures are for purchasing information materials and the established timescales
- f) What systems exist for recording and storing information resources and why it is important to use them
- g) What quantities of information resources are required
- h) What the variations in demand are for information resources
- i) How often resources should be restocked
- j) What methods are available for supplying legal information materials in the service
- k) The most appropriate methods for providing different types of information resources
- l) How to access different information resources
- m) What other sources of information resources exist
- n) What systems exist for recording the supply of legal information materials
- o) The relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- p) Why it is important to comply with different requirements and the consequences of non-compliance

Element**LA18.3 Review the use and effectiveness of legal information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Review the way legal information materials are used
- 2 Confirm with users that the information materials provided are sufficient and appropriate to their needs
- 3 Review all the relevant information collected on the effectiveness of the legal information materials
- 4 Identify accurately any non-compliance with legislation, codes of practice, guidelines or ethical requirements
- 5 Identify any aspects of the information materials that could be improved
- 6 Identify and use relevant methods to improve legal information materials
- 7 Consult with all relevant people on planned improvements
- 8 Record information relating to use and effectiveness of legal information materials in the appropriate system

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

- active listening
- questioning
- research
- decision making
- written and oral presentation
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) Who the users of legal information materials are
- b) The range of methods available for consulting users
- c) What information is available and can be collected on the effectiveness of information materials
- d) What the methods are for collecting information
- e) How to assess the effectiveness of information resources
- f) The relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- g) What aspects of the legal information materials have potential to be improved
- h) What methods and resources are required to implement different types of improvement
- i) Who should be consulted on improvements to legal information materials
- j) What systems exist for recording information relating to the use and effectiveness of legal information materials and why it is important to use the systems