

Unit Title

LA29 Provide legal advice using electronic media

Summary

This Unit is for you if your main method of providing legal advice to clients is through the use of e-mail or Web-Based responses. The Unit does not include the use of telephone advice or text messages. It is expected that users of this Unit will already have some experience as advice workers and must have a basic understanding of IT, particularly the use of the Internet. Written communication skills are particularly important in this Unit.

The Unit requires you to:

- Research legal information and advice on the Internet
- Refer clients to alternative sources of information and advice
- Respond to clients' queries online

There are 3 elements:

No	Title
LA29.1	Research legal information and advice on the Internet
LA29.2	Refer clients to alternative sources of information and advice
LA29.3	Respond to the clients' queries online

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**LA29.1 Research legal information and advice on the internet****Performance Criteria**

To meet the standard, you must be able to:

- 1 Identify and locate a range of web sites that provide legal information and advice
- 2 Assess websites for accuracy, currency and independence of information and advice
- 3 Identify and locate statutory legal guidance notes on line
- 4 Recognise and work within own area of competence
- 5 Follow all legal and health and safety regulations for the use of IT equipment
- 6 Comply with all relevant legislation, codes of practice, guidelines, and ethical requirements, including potential conflict of interests

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

- research
- basic IT
- reviewing/reflecting
- prioritising
- decision making

Knowledge and Understanding

To meet the standard, you must know:

- a) How to use the Internet as a research tool
- b) Organisational procedures for identifying appropriate sites that provide legal information and advice
- c) Organisational procedures for assessing websites for accuracy, currency and independence and why it is important to do this
- d) Why it is important to work within own area of competence
- e) Legal and health and safety regulations for the use of IT equipment and why it is important to follow them
- f) Relevant legislation, codes of practice, guidelines and ethical requirements, why it is important to follow them and the consequences of not following them

Element**LA29.2 Refer clients to alternative sources of information and advice****Performance Criteria**

To meet the standard, you must be able to:

- 1 Receive and interpret client queries
- 2 Provide clients with information about the services the organisation is able to provide
- 3 Decide whether the client should receive a direct response or be signposted elsewhere
- 4 Signpost clients to appropriate alternative sources of information and advice
- 5 Ensure that the response is expressed in a way that will encourage the client to follow it up
- 6 Recognise and work within own area of competence
- 7 Follow all legal and health and safety regulations for the use of IT equipment
- 8 Comply with all relevant legislation, codes of practice, guidelines and ethical requirements, including potential conflict of interests

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

- research
- reviewing/reflecting
- prioritising
- decision making
- IT
- written communication

Knowledge and Understanding

To meet the standard, you must know:

- a) The importance of considering clients' queries carefully in order to interpret the meaning
- b) What services the organisation can provide and why it is important to inform clients of these
- c) When it is appropriate to signpost a client to an alternative source of information and advice, both online and face-to-face
- d) Organisational protocols and styles for responding to clients to ensure responses are 'user friendly'
- e) Why it is important to work within own area of competence
- f) Legal and health and safety regulations for the use of IT equipment and why it is important to follow them
- g) Relevant legislation, codes of practice, guidelines and ethical requirements, including data protection, why it is important to follow them and the consequences of not following them

Element**LA29.3 Respond to client queries online****Performance Criteria**

To meet the standard, you must be able to:

- 1 Receive and interpret client queries
- 2 Provide clients with information about the services the organisation is able to provide
- 3 Research appropriate sources of information and advice and match to individual client's needs
- 4 Compose a response to the client that answers their query clearly, accurately and follows organisational guidelines for format, structure and use of language
- 5 Follow organisational protocols for reviewing and editing responses before they are sent to clients
- 6 Ensure that all queries are given a response in order of priority
- 7 Follow organisational procedures for dealing with queries from challenging clients
- 8 Meet organisational timescales for responding to client queries
- 9 Recognise and work within own area of competence
- 10 Comply with all relevant legislation, codes of practice, guidelines and ethical requirements, including potential conflict of interests

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

- research
- reviewing/reflecting
- prioritising
- decision making
- IT
- written communication

Knowledge and Understanding

To meet the standard, you must know:

- a) The importance of considering clients' queries carefully in order to interpret the meaning
- b) What services the organisation can provide and why it is important to inform clients of these
- c) How to research appropriate sources of information and advice and why it is important to match to clients' needs
- d) Organisational protocols for structuring responses and why it is important to follow them
- e) Organisational procedures for reviewing and editing responses and why it is important to follow them
- f) Why all queries in a multiple query set must be answered and why it may be important to prioritise responses
- g) Organisational procedures for dealing with challenging clients and why it is important to follow them
- h) Organisational timescales for responding to client queries and why it is important to follow them
- i) Why it is important to work within own area of competence
- j) Legal and health and safety regulations for the use of IT equipment and why it is important to follow them
- k) Relevant legislation, codes of practice, guidelines and ethical requirements, why it is important to follow them and the consequences of not following them