

Legal Advice Sector NOS Implementation Project Action Plan

Objective 1: Identify a strategic approach to the use of NOS for legal advice in Northern Ireland

| Recommendation | Desired Impact | Actions to achieve the outcomes |
|--|---|---|
| (1) Employers to consider the development needs of managers | <ul style="list-style-type: none"> Improved management of both staff and organisations | <ul style="list-style-type: none"> Employers to consider how NOS could support the development needs of managers |
| (2/3) The development of training to develop generic skills e.g. communication skills and governance skills | <ul style="list-style-type: none"> Enables staff to work and communicate more effectively with the public Improved governance across the sector | <ul style="list-style-type: none"> Employers to consider how NOS could support the development needs of managers |
| (6/8) NOS based Qualifications developed that meet the needs of the sector | <ul style="list-style-type: none"> Helps sector understand its qualifications needs promotes career pathways | <ul style="list-style-type: none"> Skills for Justice will develop a Sector Qualifications Strategy (SQS), an Occupational Map and Labour Market Intelligence (LMI) for legal advice sector When Skill for Justice consults across the UK legal advice sector on its need for qualifications and LMI, a robust response is provided by the NI legal advice sector |
| (9) Official funding for training leading to NOS based qualifications | <ul style="list-style-type: none"> Establish mainstream funding Widespread access to qualifications | <ul style="list-style-type: none"> Skills for Justice will assist legal advice sector organisations is to broker conversations with government departments on the provision of funding for QCF based qualifications |
| (10) Consider NOS based qualifications a commissioning/funding requirement | <ul style="list-style-type: none"> Benchmark qualifications established for staff for staff delivering commissioned advice services | <ul style="list-style-type: none"> Having developed an SQS and qualifications, government and sector to work with Skills for Justice to further consider commissioning & funding requirements |
| (11) Conduct a detailed analysis of delivery models for training leading to NOS based qualifications | <ul style="list-style-type: none"> A robust evidence based delivery model, which will help overcome barriers to learning. | <ul style="list-style-type: none"> If Skills for Justice are commissioned to do this work, we will undertake the cost/benefit analysis and develop delivery models which will support the SQS |
| (12) Consider how to improve communication & co-operation across public, private and voluntary/community sectors | <ul style="list-style-type: none"> Enhanced communication and performance Increased co-operation across the 3 sectors | Skills for Justice to develop a competence framework |

Objective 2: Identify how NOS can support skills development and improve service provision to the public

| Recommendation | Desired Impact | Actions to achieve the outcomes |
|---|---|---|
| <p>(4) Training programmes based on the following Knowledge based NOS units:</p> <ul style="list-style-type: none"> ○ Money/debt advice ○ Welfare benefits ○ Housing ○ Employment ○ Consumer ○ Mental health ○ Immigration & nationality | <ul style="list-style-type: none"> ○ Training addresses any skills development needs ○ Improved service delivery by staff ○ Increases staff confidence ○ Increases public's confidence in advice they have received ○ Enable organisations to meet targets more effectively ○ Addresses gaps in knowledge e.g. EU cross border issues | <ul style="list-style-type: none"> ○ Employers and training providers base training programmes on QCF knowledge units where appropriate |
| <p>(6) Training programmes based on the following skills based NOS units:</p> <ul style="list-style-type: none"> ○ case management ○ Referrals ○ family law ○ representing clients ○ younger people | <ul style="list-style-type: none"> ○ Training addresses any skills development needs ○ Increases staff confidence ○ Increases public's confidence in advice they have received ○ Improved service delivery by staff ○ Enable organisations to meet targets more effectively | <ul style="list-style-type: none"> ○ Employers and training providers map training programmes to NOS ○ Organisations deliver NOS based training programmes which will take into consideration a range of educational and learning needs |
| <p>(7) NOS used to benchmark and develop Training Needs Analysis for individuals and organisations</p> | <ul style="list-style-type: none"> ○ Enables training providers to demonstrate quality of training ○ Enables staff and organisations to address staff development needs | <ul style="list-style-type: none"> ○ Employers and training providers use NOS to develop Training Needs Analysis |