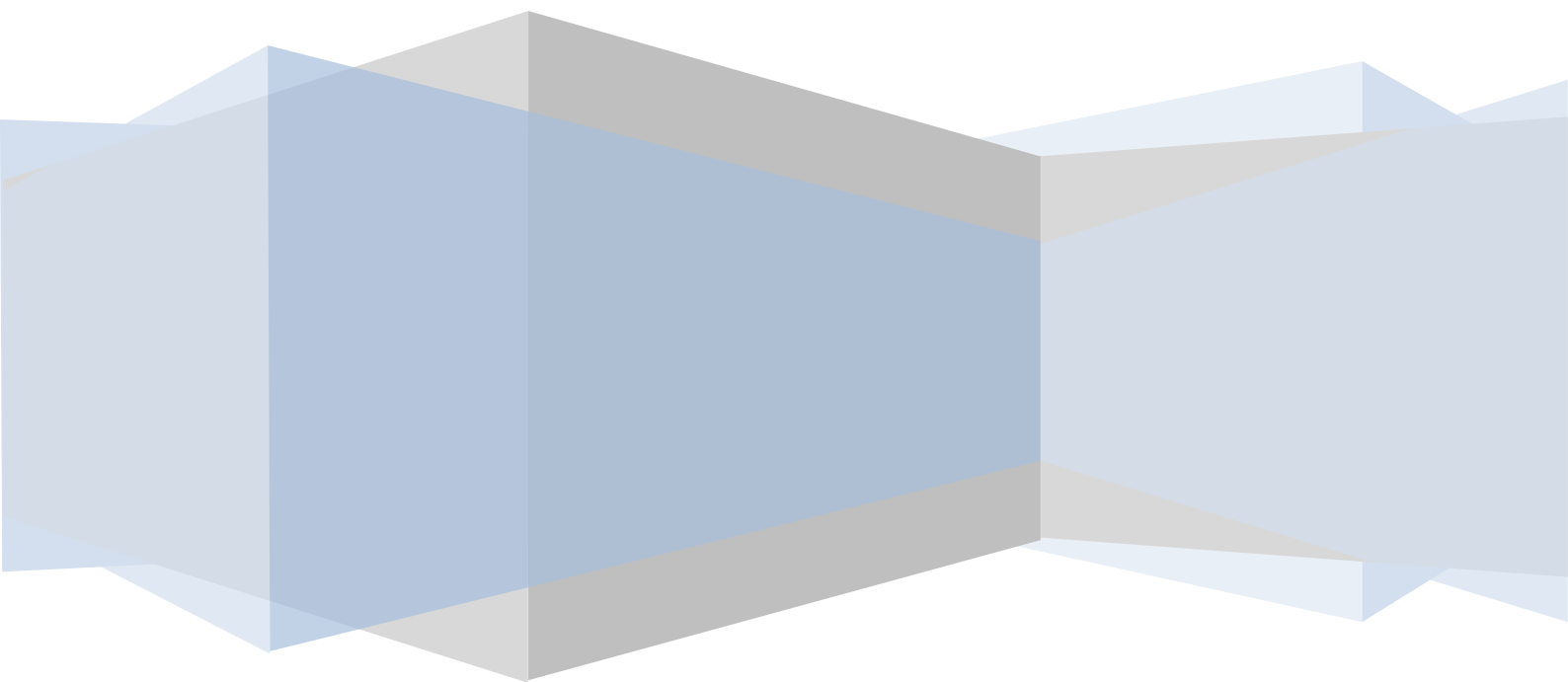


Skills for Justice

# Qualifications Framework for Legal Advice

Final Draft



## Introduction

This Qualifications Framework is designed to provide a flexible approach to accredited qualifications for members of the legal advice workforce. The qualifications are accredited within the Qualifications and Credit Framework (QCF) and based on the QCF Units developed in consultation with the legal advice sector in July 2010. The QCF Units were based on the 2009 versions of the National Occupational Standards for Legal Advice.

This qualifications framework has been developed after extensive consultation with the sector and has been signed off by the sector Expert Group.

## Level 2

### Target Audience

Members of the legal advice workforce who are likely to be the first point of contact for clients. They will need to be able to communicate with clients, establish their needs and expectations of the service, provide relevant information about the service and if appropriate, signpost them to an adviser, either within their own organisation or to another agency. They provide a 'triage' service.

### Level 2 Certificate in Supporting Legal Advice Provision

<b>Mandatory Units</b>		
	<b>Level</b>	<b>Credit Value</b>
Communicating with legal advice clients	2	3
Supporting clients to make use of the legal advice service	2	3
Enabling legal advice clients to access signposting and referral opportunities	2	3
Evaluating own practice in a legal advice context	3	5
<b>Optional Units: Candidates must select a minimum of 1 optional units</b>		
Obtaining and providing legal advice information materials	2	3
Providing legal information and advice using the telephone	2	3
Recognise diversity when delivering customer service	2	5
Give customers a positive impression of yourself and your organisation	2	5
Contributing to effective team working	2	7

**Minimum number of Credits: 17 credits, at least 9 of which are at Level 2**

## Level 3 Certificate in Providing Initial Legal Information and Advice

### Target Audience

This qualification is aimed at advisers providing initial legal information and advice to clients. They will manage client interviews and will also be required to research further detail electronically, either through the internet or through their organisations intranet. The qualification could also form the basis of a level 3 advanced apprenticeship if such a development route is developed.

<b>Mandatory Units</b>		
	<b>Level</b>	<b>Credit Value</b>
Supporting legal advice clients to plan, implement and review action	3	3
Providing legal advice to clients	4	5
Managing interviews with legal advice clients	3	3
Using electronic means to research legal information and advice	3	3
Evaluating own practice in a legal advice context	3	5
<b>Optional Units: Group A: Candidates must select a minimum of 2 optional units from Group A</b>		
Liaising with other services	3	3
Managing legal advice cases	4	4
Providing continuing support to legal advice clients	3	3
Supporting legal advice clients to act on their own behalf	3	3
Providing and receiving referrals on behalf of legal advice clients	3	3
Negotiating on behalf of legal advice clients	3	3
Facilitating legal advice using an interpreter	3	3
Liaising with other services	3	3
Preparing cases for representation in formal proceedings	4	5
Contributing to the management of inappropriate behaviour	3	3
Providing legal information and advice using the telephone	2	3
<b>Optional Units: Group B: Candidates must select a minimum of 1 optional unit from Group B</b>		
Providing initial advice in housing law	3	4
Providing initial money and debt legal information and advice	3	4
Providing initial employment legal information and advice	3	4
Providing initial consumer legal information and advice	3	4
Providing initial welfare rights legal information and advice	3	4
Providing initial disability discrimination legal information and advice	3	4
Providing initial health and community care legal information and advice	3	4

Providing initial education legal information and advice	3	4
Providing initial family legal information and advice	3	4
Providing initial discrimination legal information and advice	3	4
Providing initial mental health legal information and advice	3	4
Providing initial advice to young people on their rights under the law	4	7

**Minimum number of Credits: 28 credits, at least 23 of which must be at Level 3**

## Level 3 Award in Providing Initial Legal Advice

### Target Audience

This is a small award, aimed at advisers providing initial legal information and advice but who do not need/wish to achieve a full certificate.

<b>Mandatory units</b>		
Providing legal advice to clients	3	5
<b>Optional units: Group A. Candidates must select a minimum of 1 optional unit from group A</b>		
Managing interviews with legal advice clients	3	4
Supporting legal advice clients to act on their own behalf	3	3
Providing and receiving referrals on behalf of legal advice clients	3	3
Contributing to the management of inappropriate behaviour	3	3
Facilitating legal advice using an interpreter	3	3
Providing legal information and advice using the telephone	2	3
<b>Optional Units: Group B: Candidates must select a minimum of 1 optional unit from Group B</b>		
Providing initial advice in housing law	3	4
Providing initial money and debt legal information and advice	3	4
Providing initial employment legal information and advice	3	4
Providing initial consumer legal information and advice	3	4
Providing initial welfare rights legal information and advice	3	4
Providing initial disability discrimination legal information and advice	3	4
Providing initial health and community care legal information and advice	3	3
Providing initial education legal information and advice	3	3
Providing initial family legal information and advice	3	3
Providing initial discrimination legal information and advice	3	3
Providing initial mental health legal information and advice	3	3
Providing initial advice to young people on their rights under the law	4	7

**Minimum number of Credits: 12 credits, at least 6 of which must be at Level 3**

## Level 4 Diploma in Providing Specialist Legal Advice and Casework

### Target Audience

This qualification is aimed at advisers who are providing specialist legal advice in one or more areas of law. They may also be responsible for preparing and taking cases to court or tribunals.

<b>Mandatory Units</b>		
	<b>Level</b>	<b>Credit Value</b>
Managing legal advice cases	4	4
Provide legal advice to clients	3	5
Managing personal legal advice case load	4	5
Evaluating own practice in a legal advice context	3	5
<b>Optional Units: Group A: Candidates must select a minimum of 3 optional unit from Group A</b>		
Developing the capacity of the organisation to meet the needs of clients		
Acting on behalf of clients in formal proceedings	5	7
Acting on behalf of clients in informal proceedings	4	5
Preparing cases for representation in formal proceedings	4	5
Influencing changes to legislation, policy or practice	4	3
Facilitating legal advice using an interpreter	3	3
Providing support for other legal advice practitioners	4	5
Designing information materials for use in the legal advice service	4	3
Setting up and maintaining client referral and information exchange systems	4	5
Providing second tier support to others	4	3
Providing legal advice using electronic media	4	3
Working within networks	4	3
Providing legal information and advice using the telephone	2	3
<b>Optional Units: Group B: Candidates must select a minimum of 1 optional unit from Group B</b>		
Providing health and community care legal advice and case work	4	5
Providing legal advice and case work in consumer law	4	5
Providing legal advice and case work in disability discrimination law	4	5
Providing legal advice and case work in housing law	4	5
Providing legal advice and case work in the area of welfare rights	4	5

Providing legal advice and case work in the area of money and debt	4	5
Providing legal advice and case work in education law	4	5
Providing legal advice and case work in family law	4	5
Providing legal advice and case work in mental health law	4	5
Providing legal advice and case work in discrimination law	4	5
Providing initial advice to young people on their rights under the law	4	7
Providing specialist advice to young people on their rights under the law	5	9
Providing specialist advice to older people on their rights under the law	5	9

**Minimum number of credits 38, a minimum of 20 of which must be at level 4**

## **Level 4 Certificate in Providing Specialist Legal Advice**

### **Target Audience**

This is a smaller level 4 qualification aimed at advisers who specialise in providing legal advice in one or more areas of law.

<b>Mandatory units</b>		
Managing legal advice cases	4	4
Provide legal advice to clients	3	5
<b>Optional units Group A: candidates must select a minimum of 1 unit</b>		
Managing personal legal advice case load	4	5
Acting on behalf of clients in informal proceedings	4	5
Preparing cases for representation in formal proceedings	4	5
<b>Optional units Group B: candidates must select a minimum of 1 unit</b>		
Providing health and community care legal advice and case work	4	5
Providing legal advice and case work in consumer law	4	5
Providing legal advice and case work in disability discrimination law	4	5
Providing legal advice and case work in housing law	4	5
Providing legal advice and case work in the area of welfare rights	4	5
Providing legal advice and case work in the area of money and debt	4	5
Providing legal advice and case work in education law	4	5
Providing legal advice and case work in family law	4	5
Providing legal advice and case work in mental health law	4	5

Providing initial advice to young people on their rights under the law	4	7
Providing legal advice and case work in discrimination law	4	5
Providing specialist advice to young people on their rights under the law	5	9
Providing specialist advice to older people on their rights under the law	5	9

**Minimum number of credits 19, a minimum of 14 of which must be at level 4**

## **Level 5 Award in Providing Legal Advice to Older People**

### **Target Audience**

This is a single unit award aimed at advisers providing specialist advice to older people on their rights and responsibilities under the law.

<b>Unit Title</b>	<b>Level</b>	<b>Credit Value</b>
Providing specialist advice to older people on their rights under that law	5	9

## **Level 5 Award in Providing Specialist Advice to Young People**

### **Target Audience**

This is a single unit award aimed at advisers providing specialist advice to young people on their rights and responsibilities under the law.

<b>Unit Title</b>	<b>Level</b>	<b>Credit Value</b>
Providing specialist advice to young people on their rights under the law	5	9