

ANNEX 10: COMPETENCE FRAMEWORK

<p>APPLICATION OF LAW AND PRACTICE <i>(See Required Technical Knowledge document for more detail):</i> Using technical knowledge, you will be able to:</p> <ul style="list-style-type: none"> ✓ Find solutions ✓ Undertake legal research ✓ Critically analyse facts and law ✓ Synthesise all relevant information ✓ Draft legal documents 	<p>CONDUCT, ETHICS AND PROFESSIONALISM</p> <p>You will be able to:</p> <ul style="list-style-type: none"> ✓ Identify, understand and put into practice the CILEx Regulation Code of Conduct ✓ Identify, understand and put into practice all legal and regulatory requirements (e.g. data protection) ✓ Understand and put into practice the principles of client care ✓ Provide certainty and clarity as to the legal services being provided and the basis of charging ✓ Understand and put into practice complaint handling requirements ✓ Understand and put into practice, principles of equality and diversity, including the needs of vulnerable consumers ✓ Recognise and handle value conflicts and ethical dilemmas to maintain professional integrity ✓ Understand and apply ethical concepts and resist pressure to condone, ignore or act unethically <p style="text-align: center;">USE OF TECHNOLOGY</p> <p>You will be able to:</p> <ul style="list-style-type: none"> ✓ Use available technology and identify uses for emerging technology ✓ Identify uses for emerging technology ✓ Understand ethical challenges of technology ✓ Use technology ethically
<p>COMMUNICATION You will be able to:</p> <ul style="list-style-type: none"> ✓ Communicate orally and in writing clearly and effectively ✓ Negotiate ✓ Advocate (formally or informally as appropriate) ✓ Develop, maintain and manage 3rd party relationships 	
<p>CLIENT RELATIONSHIP You will be able to:</p> <ul style="list-style-type: none"> ✓ Take instructions ✓ Evaluate options and risks to the client ✓ Give advice ✓ Manage expectations ✓ Provide customer service 	
<p>EFFECTIVE WORKING PRACTICES You will be able to:</p> <ul style="list-style-type: none"> ✓ Progress matters ✓ Plan workload and manage files ✓ Project manage ✓ Understand and utilise innovation (entrepreneurship) 	
<p>BUSINESS AWARENESS You will be able to:</p> <ul style="list-style-type: none"> ✓ Identify and evaluate options and risks ✓ Undertake business development ✓ Network ✓ Identify marketing opportunities ✓ Understand and use financial management 	
<p>SELF DEVELOPMENT You will be able to:</p> <ul style="list-style-type: none"> ✓ Reflect and self-evaluate, open to change ✓ Understand your own limitations ✓ Be resilient ✓ Demonstrate leadership and management including management of others ✓ Identify and undertake professional development necessary to ensure competence and good practice and a commitment to supervisory requirements 	