## ANNEX 10: COMPETENCE FRAMEWORK

### APPLICATION OF LAW AND PRACTICE
**(See Required Technical Knowledge document for more detail):**

Using technical knowledge, you will be able to:

- Find solutions
- Undertake legal research
- Critically analyse facts and law
- Synthesise all relevant information
- Draft legal documents

### COMMUNICATION

You will be able to:

- Communicate orally and in writing clearly and effectively
- Negotiate
- Advocate (formally or informally as appropriate)
- Develop, maintain and manage 3rd party relationships

### CONDUCT, ETHICS AND PROFESSIONALISM

You will be able to:

- 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

### USE OF TECHNOLOGY

You will be able to:

- Use available technology and identify uses for emerging technology
- Identify uses for emerging technology
- Understand ethical challenges of technology
- Use technology ethically

### CLIENT RELATIONSHIP

You will be able to:

- Take instructions
- Evaluate options and risks to the client
- Give advice
- Manage expectations
- Provide customer service

### EFFECTIVE WORKING PRACTICES

You will be able to:

- Progress matters
- Plan workload and manage files
- Project manage
- Understand and utilise innovation (entrepreneurship)

### BUSINESS AWARENESS

You will be able to:

- Identify and evaluate options and risks
- Undertake business development
- Network
- Identify marketing opportunities
- Understand and use financial management

### SELF DEVELOPMENT

You will be able to:

- 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