ANNEX 11: SUMMARY OF PROPOSED EDUCATION STANDARDS

GENERAL KNOWLEDGE REQUIREMENTS FOR ALL CILEx PRACTITIONERS

<table>
<thead>
<tr>
<th>MINIMUM CONTENT: (Minimum assessment at Level 3)</th>
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<tbody>
<tr>
<td><strong>STAGE 1</strong></td>
</tr>
<tr>
<td>Introduction to law and legal practice</td>
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<tr>
<td>Introduction to dispute resolution</td>
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<tr>
<td>Introduction to conveyancing</td>
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<tr>
<td>Introduction to criminal practice</td>
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<tr>
<td>Introduction to wills and probate</td>
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<tr>
<td>Introduction to public law</td>
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<tr>
<td>Introduction to equality and human rights law</td>
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<tr>
<td>Introduction to legal technology</td>
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<tr>
<td>Conduct and professional ethics</td>
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<tr>
<td><strong>STAGE 2</strong></td>
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<tr>
<td>Contextualised legal technology</td>
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<tr>
<td>Conduct and professional ethics</td>
</tr>
<tr>
<td><strong>PRACTITIONER (Minimum assessment at Level 6)</strong></td>
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<tr>
<td>Basic accounts</td>
</tr>
<tr>
<td>Specialist legal technology</td>
</tr>
<tr>
<td>Conduct and professional ethics</td>
</tr>
</tbody>
</table>

KNOWLEDGE REQUIREMENTS SPECIFIC TO A GENERAL PRACTITIONER (Minimum assessment at Level 6)

<table>
<thead>
<tr>
<th>MINIMUM CONTENT:</th>
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<td>This will depend on the distinct area of practice in which practitioner status is sought.</td>
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### 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

#### 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

#### 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

#### EFFECTIVE WORKING PRACTICES

You will be able to:
- Progress matters
- Plan workload and manage files
- Project manage
- Understand and utilise innovation (entrepreneurship)

#### USE OF TECHNOLOGY

You will be able to:
- Use available technology and systems
- Identify uses for emerging technology
- Understand ethical challenges of technology
- Use technology ethically

#### 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

#### 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

#### CLIENT RELATIONSHIP

You will be able to:
- Take instructions
- Evaluate options and risks to the client
- Give advice
- Manage expectations
- Provide customer service