



**Fellowship via Work Based  
Learning**

**and**

**Qualifying Employment**

**Handbook**

# Contents

<b>Introduction</b> .....	3
<b>Qualifying Employment</b> .....	4
What is Qualifying Employment? .....	4
How much Qualifying Employment do I need? .....	5
Breaks in employment .....	5
How do I apply to have my Qualifying Employment assessed? .....	5
What should the supervisor reference include?.....	6
How will my application for Qualifying Employment be assessed? .....	6
What do I do if I change my employment / role prior to preparing my Work Based Learning portfolio? .....	6
<b>Compiling a Portfolio</b> .....	7
What are the Competencies and Outcomes?.....	7
How do I complete the logbook sheets?.....	8
What supporting evidence do I need? .....	9
When can I use a personal statement .....	10
How do I put my portfolio together? .....	11
What do I do if I change my employment / role whilst compiling my portfolio?.....	11
<b>Applying for Fellowship</b> .....	12
What should the reference include? .....	12
How will my application for Fellowship be assessed .....	13
Reasonable Adjustments .....	13
<b>What do I do if I change my employment or role?</b> .....	14
Changing your employment or role prior to preparing your Work Based Learning portfolio .....	14
Changing your employment or role whilst preparing your Work Based Learning portfolio.....	14
<b>Information for Employers and Supervisors</b> .....	15
<b>Competencies and Outcomes</b> .....	17
Competency 1: Practical Application of the Law and Legal Practice.....	17
Competency 2: Communication skills .....	18
Competency 3: Client Relations.....	19
Competency 4: Management of Workload.....	20

Competency 5: Business Awareness.....	21
Competency 6: Professional Conduct.....	22
Competency 7: Self Awareness and Development .....	23
Competency 8: Working with Others.....	24
<b>Logbook sheet Template.....</b>	<b>25</b>
<b>Personal statement Template .....</b>	<b>26</b>
<b>Work Based Learning Development Plan.....</b>	<b>27</b>

## Introduction

CILEx Regulation is responsible for assessing Fellowship applications made by Graduate members of the Chartered Institute of Legal Executives (CILEx).

This Handbook is designed to explain the process of applying for Fellowship via the Work Based Learning Scheme. Set out below is a summary of the application process, which is followed by more detailed information to which you should refer before submitting your application.

Before you begin completing the process you may wish to discuss your application for Fellowship with your employer to ensure that you have their support and that they are willing to complete the necessary documentation in connection with your application. You may wish to refer your employer to the “Information for the supervisor” section of this Handbook. You will need to discuss with your employer (who will act as your supervisor) how you will meet the Work Based Learning Outcomes. There is an optional Development Plan at the back of the Handbook which may assist you.

### **There are three main steps involved in completing the process**

#### **1. Apply to have your Qualifying Employment assessed**

Complete and submit a Qualifying Employment Application Form, reference and a non-refundable assessment fee, to have your employment assessed to confirm that you;

- are in Qualifying Employment
- how much Qualifying Employment you have and
- when you may be eligible to apply for Fellowship.



#### **2. Compile a portfolio of your work**

Prepare a portfolio of work, in readiness for applying for Fellowship.



#### **3. Apply for Fellowship**

To apply for Fellowship you must complete and submit for assessment;

- a Work Based Learning Application Form,
- portfolio of your work,
- a reference and
- a non-refundable assessment fee.

## Qualifying Employment

The first step in the process to apply for Fellowship is to have your employment assessed to ensure it meets the Qualifying Employment requirements.

Set out below is the eligibility criteria for applying for Qualifying Employment and guidance on how to apply to have your employment assessed.

### What is Qualifying Employment?

To be in Qualifying Employment you must:

1. Undertake work that is ***wholly of a legal nature*** for at least 20 hours per week. This is work where you undertake an activity that involves the application of the law, legal practice or procedure in areas such as:
  - taking instructions from clients
  - advising and making recommendations to clients
  - drafting legal documents
  - undertaking legal research
  - corresponding with the parties to a legal matter
  - making decisions in a legal matter based on legal principles or rule of law
  - representing clients in negotiations and submissions.
  
2. Be employed by either an authorised person in private practice or an organisation where the employment is subject to supervision by an authorised person employed in duties of a legal nature by that firm, corporation, undertaking, department or office.
  - An authorised person is a lawyer qualified in accordance with Section 18 of the Legal Services Act 2007. For example a CILEx Fellow, CILEx Practitioner, Solicitor, Barrister or Licensed Conveyancer
  - Being employed means;
    - you are employed under a contract of service and are engaged on your employer's business for specified hours; or
    - you are a partner in any firm or are an owner of any company; or
    - at the discretion of CILEx Regulation, you are employed under a contract for services, whether you work as an independent contractor, self-employed or provide services through an intervening agent.

A period of 43 weeks spent in attendance on either of the below courses will be treated as Qualifying Employment provided you have passed the course:

- a Legal Practice Course, recognised by the Law Society of England and Wales in connection with qualification as a solicitor; or
- a Bar Professional Training Course recognised by the Bar Council in connection with qualification as a Barrister.

You cannot be credited twice for the same time period, where you have undertaken an LPC/BPTC course concurrently with employment of a wholly legal nature.

### **How much Qualifying Employment do I need?**

To be eligible to apply for Fellowship you must have at least 3 years in Qualifying Employment of which;

- 2 years must be consecutive and immediately preceding your Fellowship application; and
- At least 1 year must be served in the Graduate grade of CILEx membership.

Qualifying Employment which was completed more than 10 years previously will not normally be accepted as Qualifying Employment.

### **Breaks in employment**

Breaks in employment for any reason do not count as Qualifying Employment. However, where the break is for a period of 12 months or less it will not break the 2 year consecutive period of continuity of Qualifying Employment, but the break would need to be accounted for when calculating the 3 year period.

### **How do I apply to have my Qualifying Employment assessed?**

To apply to have your employment assessed, to confirm whether you are in Qualifying Employment and how much you have, you will need to submit the following by post:

- A fully completed original Qualifying Employment Application Form
- A reference from your supervisor and
- A non-refundable assessment fee

### **What should the supervisor reference include?**

You should submit a reference from your supervisor in support of your application. The reference should be an original, on headed paper and signed and dated by your supervisor. The reference should include your supervisor's name and qualification, and they should comment on the following:

- your knowledge, experience and duration of your work
- your ability to work independently
- your ability to work competently in your area of practice and
- your suitability for Fellowship.

### **How will my application for Qualifying Employment be assessed?**

Your application will be assessed by us. We may write to ask you for more information regarding your roles. Once we have received all of the information required to reach a decision, you will be notified in writing of that decision. You will be advised of the following:

- which of your roles are deemed to be Qualifying Employment
- how much Qualifying Employment you have to date and
- when you can apply for Fellowship via the Work Based Learning Scheme.

If we cannot determine whether you have met the criteria for Qualifying Employment, your application must be put before the Admissions and Licensing Committee (ALC) for a decision. The ALC meet approximately every 6 to 8 weeks. You will be notified of the date upon which your application will be heard by the ALC and we will write to you to notify you of their decision.

### **What do I do if I change my employment / role prior to preparing my Work Based Learning portfolio?**

If you change your employer or role prior to preparing your portfolio, please see **page 14** which sets out what you will need to do.

## Compiling a Portfolio

Once it has been confirmed that you are in Qualifying Employment you may wish to begin compiling your portfolio in readiness for applying for Fellowship.

Please note that the evidence you rely on in your portfolio must be dated within 2 years prior to the date of your application for Fellowship.

The purpose of the portfolio is to show that you can:

- identify, research and apply law and legal procedure
- communicate with and represent your client effectively
- understand your client and their expectations, evaluate their options and provide them with clear legal advice
- manage your workload
- understand the business environment in which you work
- understand and comply with professional conduct rules and equality legislation and issues
- evaluate your professional skills and knowledge
- establish effective professional relationships and an understanding of what information can/may be provided to others.

You will need to demonstrate this by meeting the Competencies and Outcomes.

Whilst CILEx Regulation will confirm whether you are in Qualifying Employment, it is for you to ensure that your role enables you to meet all of the Outcomes. You may wish to discuss this with your supervisor.

### What are the Competencies and Outcomes?

In order to demonstrate the above, you are required to meet 8 Competencies, which are broken down into 27 Outcomes. You must provide **2 examples** of meeting each of the **27 Outcomes** (except for Outcomes 4.2, 4.3, 5.1, 5.2, 6.3, 7.1 and 7.2 which only need to be met once). In total you will need to provide **47 examples**.

These 47 examples comprise your portfolio. The Competencies and the Outcomes are set out at pages **17 to 24**. Below each Outcome are bullet points indicating how the Outcome may be achieved. Please read these carefully to ensure you meet the Outcome.

For each example you submit to demonstrate achieving an Outcome, you will need to submit a **completed logbook sheet** and **supporting evidence**. The Outcomes must be achieved whilst you are in Qualifying Employment and within 2 years prior to the date of your application.

You should provide 2 different examples of meeting an Outcome, rather than providing 2 examples of the same type (e.g. you should not provide 2



examples of applying the same piece of law for Outcome 1.1, or 2 examples of giving the same type of legal advice for Outcome 3.3). Otherwise we may ask you to provide different examples.

### How do I complete the logbook sheets?

- You should fully explain in the logbook sheet how you have met the Outcome **and** how the evidence shows that you have met Outcome. The evidence you provide simply supports what you say in the logbook sheet.
- You should complete the logbook sheet as follows:

Box 1- should show the number of the Outcome being met e.g. Example 1.1 (1), 1.1 (2)

Box 2- should list the evidence being provided e.g. Letter to client dated 01.01.2017, email from client dated 01.01.2017

Box 3- should fully explain how the Outcome has been met and how the evidence supports this. You may find it helpful to refer back to the Outcome and bullet points

Box 4- should be used to reflect and evaluate the learning achieved through meeting the Outcome

Box 5- should be the date you completed the work, not the date the logbook sheet was signed

Box 6 -should be signed and dated by you

Box 7 -should be countersigned and dated by your supervisor to confirm that the logbook sheet and evidence provided is your work.

- You **must** submit the **original signed** logbook sheets. Photocopy signatures or electronic signatures are not acceptable.
- Logbook sheets should be typed or, if handwritten should be completed in black ink using block capitals.
- A logbook sheet template can be found at the back of this Handbook and on our website ([www.cilexregulation.org.uk](http://www.cilexregulation.org.uk)). We have also developed our week-by-week guidance to help you plan your work when compiling your Work Based Learning portfolio and to give examples of completed logbook sheets.

## What supporting evidence do I need?

- You should collect evidence from your work to demonstrate meeting the Outcomes.
- The evidence that you provide must be actual photocopies of your work from your file. Copied and pasted evidence is not acceptable.
- You should not include as evidence copies of your firm's policies, or codes of practice, or blank/template forms and letters, or statutes (except for Outcome 1.4), as these do not evidence how you have met the Outcome. Internal file notes or notes prepared for your own purpose are not acceptable as evidence. Examples of acceptable evidence would be photocopies of letters, telephone attendance notes, client attendance notes and documents/reports you have prepared.
- The evidence must not be older than 2 years prior to the date that you apply for Fellowship. CILEx Regulation may, in exceptional circumstances only and at their discretion, accept evidence dated 2 to 3 years prior to the date of your application. You should fully explain within your logbook sheet why you have provided evidence that predates your application by more than 2 years, e.g. for reasons of ill-health or maternity leave. CILEx Regulation will then consider this.
- The evidence that you provide must be your work. You must leave in the date, your name and reference where this appears within the evidence. If the evidence does not contain this information you should provide an explanation in the logbook sheet.
- You **must** redact from the evidence all personal information that would identify your client or any third party in order to comply with Data Protection obligations. Other non-identifying information should be left in to assist the assessor. The content of evidence provided will be shared by CILEx Regulation and the Officers responsible for assessment of the portfolio with the Admissions and Licensing Committee and any external assessor to whom the portfolio may be referred to for assessment and standardisation procedures.
- You may use the same piece of evidence to demonstrate meeting more than one outcome within your portfolio. For example, the evidence you submit for Outcome 1.1. could be used to demonstrate meeting Outcome(s) 2.1, 2.5 and 3.3, where it also demonstrates meeting these other outcome(s).

- However, where an Outcome requires two examples, you must use 2 different pieces of evidence ideally from different matters.

### When can I use a personal statement?

Where possible you should provide a logbook sheet with evidence. Where you do not have evidence on which to rely you may complete and submit a personal statement. If you submit a personal statement:

- You must provide an explanation as to why you are unable to provide evidence from your file. For example, it was a verbal conversation or you no longer have access to the file.
- You must fully explain how you have met the Outcome, using a real example from your workload, but without providing the evidence.
- You and your supervisor must sign and date the personal statement to confirm that the example provided is your work.
- You may use a maximum of 5 personal statements in total in the portfolio and no more than 1 per Outcome.
- You should complete the personal statement as follows:

Box 1- should be numbered with the number of the Outcome being met (e.g. Example 1.1 (1), 1.1 (2))

Box 2- should explain the reason why you are providing a personal statement rather than a logbook sheet with evidence

Box 3- should fully explain how you have met the Outcome using an example from your work. You may find it helpful to refer back to the Outcome and bullet points

Box 4- should be used to reflect and evaluate the learning achieved through meeting the Outcome

Box 5- should be the date you completed the work not the date of the logbook sheet

Box 6- should be signed and dated by you

Box 7- should be countersigned and dated by your supervisor to confirm that the content of the personal statement is accurate.

- You **must** submit the **original signed** personal statement. A photocopy signature or electronic signatures are not acceptable.

- Personal statements should be typed or, if handwritten should be completed in black ink using block capitals.
- A personal statement template can be found at the back of this Handbook and also on our website ( [www.cilexregulation.org.uk](http://www.cilexregulation.org.uk) ).
- The decision to accept the personal statement is at the discretion of CILEx Regulation.

### How do I put my portfolio together?

We recommend the following approach:

- Check that you have 47 logbook sheets (or personal statements) signed and dated by you and your supervisor
- Check that each logbook sheet is correctly numbered, e.g. 1.1 (1), 1.1 (2) etc. up to the last example 8.2 (2)
- Place the evidence for each example **behind** the relevant logbook sheet
- Place the examples in order, in one bundle. Then number the bundle from beginning to end. Attach the portfolio with a treasury tag/rubber band. You may wish to divide each Outcome with a divider (optional). Do not staple them, place them in a ring-binder or any other binding or wallet.

### What do I do if I change my employment / role whilst compiling my portfolio?

If you change your employer or role whilst compiling your portfolio, please see **page 14** which sets out what you will need to do.

## Applying for Fellowship

Once you are in Qualifying Employment and eligible to apply (**see pages 4-6**) **and** you have completed your portfolio (**see pages 7-11**) you should apply for Fellowship. To do this you should submit:

- your original completed Work Based Learning Application Form
- a reference from your supervisor
- your portfolio
- a copy of the letter from us confirming your Qualifying Employment
- the non-refundable assessment fee. The fee can be paid by BACS transfer or credit or debit card over the telephone.

Please submit your application to us by email to:

[wblapplications@cilexregulation.org.uk](mailto:wblapplications@cilexregulation.org.uk)

**Please keep a complete copy of your portfolio.** We do not return portfolios, or provide photocopies or scanned versions of the portfolio.

The Work Based Learning application form can be found on our website [www.cilexregulation.org.uk](http://www.cilexregulation.org.uk) under 'Lawyers'

### What should the reference include?

You should submit a reference from your supervisor in support of your application (unless the reference you submitted with your Qualifying Employment application is dated less than 6 months prior to the date of your Fellowship application, in which case you can submit a photocopy of that reference). The reference should be an original and on headed paper. It should be dated and signed by your supervisor.

The reference should include your supervisor's name and qualification. They should comment on the following:

- Your knowledge, experience and duration of your work
- Your ability to work independently
- Your ability to work competently in your area of practice and
- Your suitability for Fellowship.

## **How will my application for Fellowship be assessed?**

Once the non-refundable assessment fee has been processed by CILEx your application will be passed to us and assessed in chronological order. You will be sent an acknowledgment letter providing you with information about the process and estimated timescales for assessment.

If your application is approved we will notify you in writing and you will be admitted as a Fellow.

If your application is not approved, we will notify you in writing and request that you provide further information to support your application. Once we receive this information it will be assessed and you will be notified in writing of the decision.

If we cannot determine whether you have met the criteria for admission as a Fellow, then your application must be referred to the Admissions and Licensing Committee (ALC) for a decision. The ALC meet approximately every 6 to 8 weeks. You will be notified of the date upon which your application is to be heard by the ALC and we will write to you to notify you of their decision.

## **Reasonable Adjustments**

Applicants with disabilities may request appropriate reasonable adjustments to the application process and are asked to contact CILEx Regulation to discuss their needs.

## What do I do if I change my employment or role?

### Changing your employment or role prior to preparing your Work Based Learning portfolio

If you change your employment or role prior to preparing your Work Based Learning portfolio, you should apply to have your new employment or role assessed for Qualifying Employment once you have settled into your new role and gained some experience and/or built up your caseload. This should be done by completing and submitting a new Qualifying Employment Application Form, together with a reference from your new supervisor and any assessment fee.

It is important to have all your roles assessed for Qualifying Employment as this may affect your continuity of employment for the purposes of applying for Fellowship.

### Changing your employment or role whilst preparing your Work Based Learning Portfolio

If you change your employment or role once you have had your Qualifying Employment assessed, and whilst compiling your portfolio, you are advised to:

1. Submit your partially completed portfolio to us for assessment **before** changing your employment or role. This should be submitted together with
  - a covering letter
  - a partially completed Outcomes checklist grid (which can be found in the Work Based Learning Application Form) and
  - the non-refundable assessment fee.

We will then assess it and notify you in writing of the outcome. If you remain in this employment/role until your portfolio is assessed, then you will be able to amend/replace any examples that you are required to before you leave. Otherwise, you will have to replace with new examples from your new employment/role (provided your new role is deemed to be Qualifying Employment, see paragraph below).

2. Apply to have your new employment or role assessed for Qualifying Employment once you have settled in, by submitting
  - a Qualifying Employment Application Form
  - a reference from your new supervisor and
  - the non-refundable assessment fee.

Once your new employment/role has been assessed and it is deemed to be Qualifying Employment, you should continue to collect evidence and complete the outstanding logbook sheets from your new employment/role to meet the remaining Outcomes.

If your situation is not covered above and you require further assistance on these points please contact CILEx Regulation by emailing [info@cilexregulation.org.uk](mailto:info@cilexregulation.org.uk)

## Information for Employers and Supervisors

Fellows of CILEx (Chartered Legal Executives) are lawyers specialising in a particular area of law that are trained to the same standard as solicitors in that area.

Graduate members of CILEx, who are eligible to apply for Fellowship, are required to submit a Work Based Learning application together with a portfolio of their work. CILEx Regulation is responsible for the assessment of Fellowship applications made by Graduate members of CILEx.

To be eligible to become a Fellow, members of CILEx are required to undertake 3 years of Qualifying Employment (2 years of which must be consecutive and immediately prior to the application for Fellowship and 1 year of which must be in the Graduate grade of membership).

Qualifying Employment is employment which is wholly of a legal nature for at least 20 hours per week. For further information about Qualifying Employment please **see pages 4 – 6**.

There are three main steps involved in applying for Fellowship:

- Firstly, the applicant applies to have their employment assessed to confirm that they are in Qualifying Employment and are eligible to apply for Fellowship. They do this by completing and submitting a Qualifying Employment Application Form together with a reference from you and the non-refundable assessment fee. For further information about this please see **pages 4- 6**.
- Secondly, in readiness for applying for Fellowship, the applicant compiles a portfolio of their work, comprising 47 logbook sheets and redacted evidence from their work, to confirm that they have met a number of Competencies and Outcomes. The Competencies and Outcomes are set out in more detail at **pages 17 – 24**.
- Thirdly, when eligible, the applicant applies for Fellowship by submitting a Work Based Learning Application Form, their portfolio of work, a reference from their supervisor and the non-refundable assessment fee. For more information about this please see **page 12**.

As the supervisor of the applicant you will need to

- Be an 'authorised person'. An authorised person is a lawyer qualified in accordance with Section 18 of the Legal Services Act 2007. For example a CILEx Fellow, CILEx Practitioner, Solicitor, Barrister or Licensed Conveyancer.



- Work together with the applicant to discuss each of the Outcomes, to consider whether the applicant is able to demonstrate that they can meet the Outcomes and to determine what documentary evidence can be used in support of the application.
- Provide the applicant with a reference when they apply for Qualifying Employment, and again if required when they apply for Fellowship. The reference should include:
  - your details and qualification
  - comment on your supervision of the applicant's work
  - the applicant's knowledge, experience and duration of work
  - their ability to work independently
  - their ability to work competently in their area of practice and
  - their suitability for Fellowship.
- Complete and sign Section 12 of the Work Based Learning Application Form, to confirm that the applicant is a fit and proper person to be admitted as a Fellow.
- Countersign the applicant's 47 logbook sheets to confirm that the information contained in them and the supporting evidence is the applicant's own work. It may be helpful and convenient for you to sign off the logbook sheets as and when each example is completed.

CILEx Regulation appreciates the help and guidance provided by you to the applicant during the application process.

# Competencies and Outcomes

## Competency 1: Practical Application of the Law and Legal Practice

By the end of the period of Qualifying Employment you must be able to:

- 1.1 Apply the law to a matter
- 1.2 Apply the relevant legal procedures to a matter
- 1.3 Identify and deal with the issues arising in a matter
- 1.4 Undertake legal research

Evidencing Competency 1.
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Outcomes
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<b>1.1 Apply the law to a matter</b>
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- |   |
|---|
| <ul style="list-style-type: none"><li>• Identify the applicable law</li><li>• Describe how the law applies to the matter you are dealing with</li><li>• Explain how the evidence you have supplied demonstrates your application of the law to the matter</li></ul> |
|---|

<b>1.2 Apply the relevant legal procedures to a matter</b>
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- |   |
|---|
| <ul style="list-style-type: none"><li>• Identify the legal procedure</li><li>• Describe how the legal procedure applies to the matter you are dealing with</li><li>• Explain how you have used the correct legal procedure to deal with the matter and supply supporting evidence</li></ul> |
|---|

<b>1.3 Identify and deal with the issues arising in a matter</b>
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- |  |
|--|
| <ul style="list-style-type: none"><li>• The issues may be legal, evidential or factual</li><li>• Identify the relevant issues in the matter</li><li>• Explain how you will deal with the issues</li><li>• Explain the action you have taken to deal with the matter and provide supporting evidence of the action you have taken</li></ul> |
|--|

<b>1.4 Undertake legal research</b>
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- |   |
|---|
| <ul style="list-style-type: none"><li>• Identify a situation in which you need to undertake legal research</li><li>• Identify the sources you need to undertake the research</li><li>• Undertake relevant and up to date research and supply that research as part of your evidence</li><li>• Apply the findings of your research to the matter you are dealing with and provide evidence of your application of the research to the matter</li></ul> |
|---|

## Competency 2: Communication skills

By the end of the period of Qualifying Employment you must be able to:

- 2.1 Communicate legal issues using appropriate methods
- 2.2 Use suitable language in communication
- 2.3 Address all issues in communication
- 2.4 Seek appropriate information through communication
- 2.5 Represent a client through effective use of communication and other skills

### Evidencing Competency 2

#### Outcomes

##### **2.1 Communicate legal issues using appropriate methods**

- Identify the most suitable method by which to communicate with the parties/organisations involved in the matter (e.g. telephone, email etc.)
- Explain why this method is the most effective communication in the matter
- Provide supporting documentation of the communication

##### **2.2 Use suitable language in communication**

- Use clear, concise, accurate and unambiguous language in your communication
- Demonstrate suitable professional practice, politeness and respect
- Where relevant, tailor the style of your communication to suit the needs of the recipient
- Explain why the language used in the example provided is suitable for the situation

##### **2.3 Address all issues in communication**

- Identify and address all relevant factual, legal or evidential issues arising in a case
- Apply relevant law and procedure in the context of your communication and provide supporting documentation to demonstrate this communication

##### **2.4 Seek appropriate information through communication**

- Identify additional information required to progress the matter
- Communicate the request for further information
- Apply relevant law and procedure in the context of your communication
- Provide supporting documentation as evidence of your communication

##### **2.5 Represent a client through effective use of communication and other skills**

- Identify the information you need to represent the client/service user
- Obtain this information through effective questioning and listening techniques
- Represent the interests of your client or service user through use of your legal and professional skills
- Provide supporting evidence of your representation of the client/service user

## Competency 3: Client Relations

***For applicants that work in-house the definition of client may include colleagues within your department and those in other departments within your employer's organisation. In the case of the CPS the definition of service user may include the Court, parties to the action and the Police.***

By the end of the period of Qualifying Employment you must be able to:

- 3.1 Identify and understand a client's or service user's position
- 3.2 Take accurate instructions relating to a legal matter from clients or service users
- 3.3 Provide clear legal advice to clients or service users
- 3.4 Evaluate the risks, costs and benefits of alternative courses of action
- 3.5 Take action to deal with instructions received
- 3.6 Manage a client's or service user's expectations

<b>Evidencing Competency 3</b>
<b>Outcomes</b>
<p><b>3.1 Identify and understand a client's or service user's position</b></p> <ul style="list-style-type: none"><li>• Identify the position of the client/service user</li><li>• Demonstrate your understanding of the position of the client/service user</li><li>• Provide evidence that you have identified and confirmed the client's position</li></ul>
<p><b>3.2 Take accurate instructions relating to a legal matter from clients or service users</b></p> <ul style="list-style-type: none"><li>• Use appropriate listening and questioning techniques and take accurate instructions from your client or service user.</li><li>• Confirm with your client/service user that your understanding of the instructions is correct</li><li>• Provide evidence of both taking the instructions and confirming the instructions with your client/service user</li></ul>
<p><b>3.3 Provide clear legal advice to clients or service users</b></p> <ul style="list-style-type: none"><li>• Your advice should include what action you will take to represent your client and outline the available options and next steps</li><li>• Provide legal advice to your client or service user on the legal matter in which they have instructed you</li><li>• Provide evidence of the advice provided to your client/service user</li></ul>
<p><b>3.4 Evaluate the risks, costs and benefits of alternative courses of action</b></p> <p><b><i>This Outcome relates to the risks, costs and benefits to the client.</i></b></p> <ul style="list-style-type: none"><li>• Identify situations in which it was appropriate to consider any alternative courses of action that might be available to your</li></ul>

client/service user in dealing with their legal matter

- Evaluate and communicate the options (including the costs, risks and benefits of each option) to the client/service user
- Provide evidence of the identification and evaluation of alternative courses of action available to your client/service user

### **3.5 Take action to deal with instructions received**

- Identify how to act on your client's or service user's instructions
- Demonstrate how you took all reasonable steps to take appropriate action (this may include your judgements and decisions in the matter)
- Provide evidence of the action taken to deal with the instructions received

### **3.6 Manage a client's or service user's expectations**

***It is not appropriate to include evidence of progressing a case quickly at the request of your client.***

- Identify the needs, objectives and priorities of your client
- Identify situations in which the objectives of your client/service user may be unrealistic
- Take all reasonable steps to manage your client's expectations
- Provide evidence which demonstrates communication with your client/service user in order to manage their expectations

## **Competency 4: Management of Workload**

By the end of the period of Qualifying Employment you must be able to:

- 4.1 Progress matters expeditiously
- 4.2 Plan your workload and deliver a good legal service to clients/service users
- 4.3 Maintain files and records in accordance with procedures

### **Evidencing Competency 4**

#### **Outcomes**

***It is not appropriate to provide evidence of progressing matters quickly at the request of your client***

#### **4.1 Progress matters expeditiously**

- Demonstrate dealing with your workload without causing or allowing any unnecessary delay to the progress of the legal matter
- Evidence should demonstrate the progression of a legal matter without delay and may provide an example of work progressed quickly to meet a deadline

***You should demonstrate meeting these Outcomes ONCE***

**4.2 Plan your workload and deliver a good legal service to clients or service users**

- Demonstrate planning and prioritisation of your workload including managing your files/tasks concurrently, making the best use of available resources and seeking support where necessary
- Provide evidence which demonstrates planning your workload including managing a number of tasks concurrently
- Demonstrate exercising judgement and being realistic about how long it will take to achieve tasks to ensure you can provide the legal services you have agreed to provide

**4.3 Maintain files and records in accordance with procedures**

- Demonstrate maintenance of your files and business systems (including databases and accounting records) in accordance with the procedures established where you work
- Demonstrate keeping files are up to date and processing financial transactions in accordance with rules and procedures and with due regard to information security
- Evidence could include file reviews, ledgers etc.

**Competency 5: Business Awareness**

By the end of the period of Qualifying Employment you must be able to:

5.1 Demonstrate an understanding of the business environment of a legal practice or organisation

5.2 Evaluate the risks, costs and benefits of alternative courses of action to the business

**Evidencing Competency 5**

**Outcomes**

***You should demonstrate meeting these Outcomes ONCE***

**5.1 Demonstrate an understanding of the business environment of a legal practice or organisation**

- Identify the business and legal environment in which you work
- Identify and explain the aims and objectives of the practice/organisation in which you work
- Explain how you keep the aims and objectives of the practice/organisation in mind through your working practices

## 5.2 Evaluate the risks, costs and benefits of alternative courses of action to the business

*This Outcome relates to the risks, costs and benefits to the business.*

- Identify alternative courses of action which arise in your work, which may have different impacts on the practice/organisation in which you work
- Explain how and why you have chosen one method of working over another in the context of understanding the business environment
- Provide practical evidence of choosing one option over another

## Competency 6: Professional Conduct

By the end of the period of Qualifying Employment you must be able to:

- 6.1 Apply the rules of professional conduct appropriately to relevant situations
- 6.2 Provide appropriate information to clients and service users
- 6.3 Understand the need to avoid discrimination and promote equality and diversity

### Evidencing Competency 6

#### Outcomes

#### 6.1 Apply the rules of professional conduct appropriately to relevant situations

- Identify the most recent CILEx Regulation Code of Conduct and other applicable conduct rules to any matter you are dealing with, including any ethical dilemmas
- Identify how you will act in accordance with the rules
- Apply these rules of professional conduct to your work
- Provide evidence which supports active application of the rules of professional conduct to your work

#### 6.2 Provide appropriate information to clients and service users

- Demonstrate understanding of the information which must be supplied to clients/service users to comply with professional conduct rules
- Provide evidence which demonstrates application of these obligations through the supply of details about client care and complaints handling information to clients/service users

***You should demonstrate meeting this Outcome ONCE***

**6.3 Understand the need to avoid discrimination and promote equality and diversity**

***Where possible you should demonstrate the practical application of your understanding of equality and diversity issues. Where this is not possible, demonstration of knowledge and understanding of these issues will meet this Outcome.***

- Demonstrate up to date knowledge of current equality legislation
- Demonstrate understanding of equality and diversity issues
- Identify issues of culture, disability and diversity and demonstrate respect for a range of attitudes and beliefs and where possible apply this to your work
- If possible, provide evidence from your work of a situation which demonstrates you avoiding discrimination and promoting equality and diversity

**Competency 7: Self Awareness and Development**

By the end of the period of Qualifying Employment you must be able to:

- 7.1 Evaluate your professional skills and legal knowledge
- 7.2 Understand the limitations of your professional skills and knowledge

**Evidencing Competency 7**

**Outcomes**

***You should demonstrate meeting these Outcomes ONCE***

**7.1 Evaluate your professional skills and legal knowledge**

- Reflect on your performance
- Identify what your strengths and weaknesses are in the work you undertake
- Identify objectives for development of professional skills and legal knowledge
- Plan to address any areas for improvement
- Provide evidence of this reflection on practice

**7.2 Understand the limitations of your professional skills and knowledge**

- Identify where you do not have the skills required to undertake a task
- Act to resolve the situation
- Provide evidence of the limitation you have identified and the action you took to resolve the situation



## Competency 8: Working with Others

By the end of the period of Qualifying Employment you must be able to:

- 8.1 Establish effective working relationships with others involved in a legal matter
- 8.2 Demonstrate ability to select and provide appropriate information to others as required by the law

<b>Competency 8</b>
<b>Outcomes</b>
<p><b>8.1 Establish effective working relationships with others involved in a legal matter</b></p> <ul style="list-style-type: none"><li>• Understand the importance of establishing effective working relationships with other professionals involved in the legal matter</li><li>• Provide evidence of effective working relationships you have with other professionals involved in legal matters that you are dealing with. The evidence should establish two-way communication with other professionals</li></ul> <p><b>8.2 Demonstrate ability to select and provide appropriate information to others as required by the law</b></p> <ul style="list-style-type: none"><li>• Identify what information may be legally disclosed to others</li><li>• Apply the law to ensure you act within the limitations of law</li><li>• Provide evidence of deciding to disclose (or refusing to disclose) information through the application of the law</li></ul>

Applications should be forwarded to:

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Kempston  
Bedfordshire  
MK42 7AB

T: +44(0)1234 845770

F: +44(0)1234 840989

DX: 124780 Kempston 2

## Logbook Sheet Template

Name: \_\_\_\_\_

Membership no: \_\_\_\_\_

<b>1. Competency/Learning Outcome/Example</b>		e.g. 1.1 (1)
<b>2. Evidence provided</b>		
<b>3. Explain how the example meets the learning Outcome and how the evidence shows this</b>		
<b>4. Reflection and evaluation</b> Describe what you learnt from the activity you undertook to meet the learning Outcome. You may want to complete this section at a later date once you have had time to reflect on your practice and experience.		
<b>5. Date work completed (i.e. evidence date)</b>		
		<b>Date</b>
<b>6. Applicant's Name</b> Please print name	<b>Applicant's signature</b> I confirm that the work within the evidence is my own work	
		<b>Date</b>
<b>7. Supervisor's Name</b> Please print name	<b>Supervisor's signature</b> I confirm that I supervised the applicant's work referred to within the logbook sheet and the evidence	

## Personal Statement Template

Name: \_\_\_\_\_

Membership no: \_\_\_\_\_

<b>1. Competency/Learning Outcome/Example</b>		e.g. 1.1 (1)
<b>2. Reason why you cannot provide evidence</b>		
<b>3. Explain in your own words how you have met the Outcome by using an example from your work (without evidence)</b>		
<b>4. Reflection and evaluation</b> Describe what you learnt from the activity you undertook to meet the learning Outcome. You may want to complete this section at a later date once you have had time to reflect on your practice and experience.		
<b>5. Date work completed (i.e. evidence date)</b>		
		<b>Date</b>
<b>6. Applicant's Name</b> Please print name	<b>Applicant's signature</b> I confirm that the work within the evidence is my own work	
		<b>Date</b>
<b>7. Supervisor's Name</b> Please print name	<b>Supervisor's signature</b> I confirm that I supervised the applicant's work referred to within the logbook sheet and the evidence	

**Work Based Learning Development Plan**

**Name:** -----

**CILEx Member number** -----

**Supervisor Name:** -----

**Date From:** ----- **To** -----

<b>Learning Outcome</b>	<b>Task/responsibility</b>	<b>Description of how Outcome will be achieved</b>	<b>Timeframe for completion</b>	<b>Date achieved</b>