



## Standard in development

### L6: Chartered legal executive

#### Title of occupation

Chartered legal executive

#### UOS reference number

ST0244

#### Core and options

No

#### Option title/s

#### Level of occupation

Level 6

#### Route

Legal, finance and accounting

#### Typical duration of apprenticeship

60 months

#### Degree apprenticeship

non-degree qualification

#### Target date for approval

01/01/0001

#### Resubmission

No

#### Would your proposed apprenticeship standard replace an existing framework?

No

#### Does professional recognition exist for the occupation?

Yes

## Occupation summary

This occupation is found in organisations from small law firms to large corporates and public bodies, anywhere that offers or requires legal services. A Chartered Legal Executive can work in all areas of law in the same way as a Solicitor.

The broad purpose of the occupation is to handle legal matters including giving legal advice. They will draft legal documents and may act as a Commissioner for Oaths. If they have specialised in a reserved or regulated area of practice, they will hold the appropriate rights to practise in that area independently, including representing their clients in the County Court, Family Proceedings Court, Magistrates' Court including the Youth Court, Coroners Court and in most Tribunals

Depending upon which area of law they work in, Chartered Legal Executive lawyers may handle the legal aspects of a property transfer, be involved in actions in the High Court or County Courts, draft wills, draw up documents to assist in the formation of a company, or advise husbands and wives with matrimonial problems or clients accused of serious or petty crime.

Chartered Legal Executive lawyers are fee earners. In private practice, their work is charged directly to clients making a direct contribution to the income of a law firm. This is an occupation that is equivalent to a Solicitor in their area of specialism.

In their daily work, an employee in this occupation interacts with members of their immediate legal team, legally and non-legally trained stakeholders and customers who use their services. They may also interact with government departments, financial institution, regulators and professional bodies.

An employee in this occupation will be responsible for managing a caseload of legal matters and providing advice to customers. The Chartered Legal Executive works unsupervised within their area of specialism.

## Typical job titles

**Chartered legal executive lawyer**

## Are there any statutory/regulatory or other typical entry requirements?

No

## Occupation duties

DUTY	KSBS
<b>Duty 1</b> Take instructions from clients, gather an understanding of client need and explain the risks and benefits of options available and proposed next steps	K1 K4 K6 K7 K8 K10 K12 K13 K21 S2 S10 S19 B1 B4 B5
<b>Duty 2</b> Set out legal research strategies, conduct legal research using a range of approaches and sources and provide analysis of outcomes to stakeholders	K1 K2 K3 K4 K25 S1 S3 S5 S11 B1
<b>Duty 3</b> Review and analyse documents and data to identify key facts and evidence and form judgements on the quality of evidence and any gaps or contradictions	K1 K2 K14 K25 S1 S4 S5 S11 S33 B1
<b>Duty 4</b> Apply findings from legal research to inform casework and decision-making strategies	K1 K2 K3 K4 K14 K21 S1 S4 S5 S6 S11 S31 S33 B1 B3
<b>Duty 5</b> Analyse and evaluate data and information to inform strategies and decision-making in legal casework	K1 K2 K3 K4 K14 K19 K25 S1 S3 S4 S5 S6 S11 S33 B1 B3 B9
<b>Duty 6</b> Make decisions in legal matters based on legal principles or the rule of law and within all legal and regulatory requirements	K1 K6 K7 K8 K14 K19 K21 S3 S5 S6 S7 S31 S33 B1 B3 B5 B9
<b>Duty 7</b> Provide ethical legal advice to clients appropriate to their circumstances and objectives	K1 K6 K7 K8 K9 K10 K12 K13 K14 K19 K21 S3 S6 S7 S12 S14 S27 S31 S33 B1 B4 B5 B8
<b>Duty 8</b> Communicate with a range of stakeholders including clients selecting the most appropriate approach and tools	K5 K6 K10 K12 K13 K14 K15 K21 K22 S6 S7 S8 S9 S10 S12 S14 S16 S17 S19 S20 S24 S27

	B1 B4 B5
<b>Duty 9</b> Present visualisations of data and information to communicate solutions to clients and stakeholders	K4 K12 S6 S7 S8 S9 S33 B1 B3 B9
<b>Duty 10</b> Draft and produce legal documents within a template format and bespoke	K1 K4 K5 K12 K15 K24 S8 S9 S33 B1
<b>Duty 11</b> Advocate and negotiate on behalf of clients in legal matters	K1 K6 K10 K12 K13 K14 S9 S13 S14 S15 S33 B1 B4 B5 B8 B9
<b>Duty 12</b> Undertake risk and compliance activities in regard to anti-money laundering regulations and due diligence and ensure compliance	K4 K6 K7 K9 K10 K14 K15 K16 K19 K21 K25 S5 S7 B1 B8 B9
<b>Duty 13</b> Undertake Know Your Customer activities to ensure that the service being provided is the most effective and appropriate to their circumstances	K1 K4 K6 K7 K8 K9 K10 K12 K13 K14 K15 K16 K19 K21 K22 K25 S2 S5 S7 S10 S12 S14 S17 S19 S20 S26 S27 B1 B4 B5 B8 B9
<b>Duty 14</b> Manage and apply financial information to caseloads to deliver outputs that are value for money and support customer or organisational objectives	K4 K6 K11 K16 K17 K20 K23 K24 K25 S12 S18 S21 S22 S23 S24 S25 S27 S28 S30 S32 B2 B3 B6 B7
<b>Duty 15</b> Manage caseload in line with organisational approaches and ensure commerciality of activities is considered throughout	K4 K6 K11 K16 K17 K20 K21 K23 K24 K25 S12 S18 S20 S21 S22 S23 S24 S25 S26 S27 S28 S30 S32 B2 B6 B7

<b>Duty 16</b> Source, handle and store confidential and sensitive information and digital data safely and securely	<p>K4 K6 K8 K24 K25</p> <p>S4 S5 S22 S33</p> <p>B2 B6</p>
<b>Duty 17</b> Deliver legal services using digital technology safely and securely to protect the organisation from cyber security risks and reputational harm with an awareness of benefits and risks to the organisation and clients	<p>K4 K5 K11 K15 K16 K17 K18 K24 K25</p> <p>S1 S4 S5 S7 S8 S22 S23 S24 S27 S33</p> <p>B2 B6 B9</p>
<b>Duty 18</b> Undertake legal tasks with commercial impact and resource management in view	<p>K4 K6 K16 K17 K18 K20 K23 K24 K25</p> <p>S2 S12 S20 S21 S22 S23 S24 S25 S27 S28 S32</p> <p>B2 B6 B7</p>
<b>Duty 19</b> Provide technical advice and support to technical and non-technical colleagues including peer review of case work	<p>K4 K12 K13 K14 K15 K21 K23</p> <p>S2 S5 S7 S12 S16 S17 S18 S21 S27 S29 S30</p> <p>B3 B6 B8</p>
<b>Duty 20</b> Provide legal services in line with Regulatory requirements regarding Ethics Conduct and Professionalism including working with regard to Equality, Diversity and Inclusion	<p>K1 K4 K5 K6 K7 K8 K9 K10 K12 K13 K14 K15 K16 K21 K25</p> <p>S2 S5 S7 S10 S12 S13 S15 S17 S18 S19 S21 S22 S23 S24 S26 S27 S29 S31 S32 S33</p> <p>B1 B3 B4 B6</p>
<b>Duty 21</b> Maintain professional standards by undertaking continuous professional development activities	<p>K1 K4 K5 K6 K7 K8 K9 K10 K11 K12 K14 K16 K18 K21 K22 K23 K25</p> <p>S2 S5 S7 S12 S13 S16 S19 S22 S28 S29 S30 S31 S32 S33</p> <p>B1 B4 B6 B8 B9</p>

## KSBs

## Knowledge

- K1:** law and legal practice and procedures of specialist area of practice as set out in CILEx Regulation Chartered Legal Executive Handbooks.
- K2:** approaches to research and information gathering including identification and selection of trusted sources and documentation.
- K3:** approaches to gathering, assessing and testing evidence to identify relevant issues.
- K4:** approaches to problem solving, analytical techniques and synthesis, including the use of digital tools.
- K5:** approaches to drafting techniques.
- K6:** the principles of customer service including the impact of diversity and inclusion, be able to identify user need and manage customer expectations.
- K7:** the principles of ethical and professional frameworks and their relevance for legal service delivery including the purpose of regulatory arrangements for personal compliance.
- K8:** the ethical issues and obligations applying to the provision of legal services, including legal rules and regulations, organisational policies and the CILEx Regulation Code of Conduct.
- K9:** the principles of legal and regulatory liabilities with regards to clients and business to ensure compliance with all professional obligations, for example, the provision of ethical legal advice in the best interests of the customer and Anti-Money Laundering obligations.
- K10:** best practice in relation to emotional competence when dealing with customers from different backgrounds, including vulnerable clients and the principles of unconscious bias and its effects.
- K11:** how the activities of a Chartered Legal Executive may contribute to their 'professional carbon footprint' and steps that can be taken to reduce it.
- K12:** approaches to communication, including use of clear language and the most appropriate media to communicate with different stakeholders and the principles of stakeholder management.
- K13:** emotional competence in communications with others, including respect for Equality Diversity Inclusion and vulnerability.
- K14:** approaches to formal and informal conflict resolution, advocacy and negotiation. Including, planning, preparation, strategy development, client expectations and risks to the client whilst behaving ethically and resisting pressure to condone, ignore or act unethically.
- K15:** approaches to building effective working relationships with third parties.
- K16:** financial methods and drivers operating within legal organisations including the purpose and principles of filing and recording systems and procedures. The principles of administering client accounts including the principles of time-recording and charging fee structures.
- K17:** approaches to prioritising workloads, caseloads and time management, to ensure matters progress without delay and files are managed in accordance with office practices.

**K18:** own organisation's position in relation to different business models operating in the legal services sector, including an awareness of impact of commercial practices such as networking and marketing on organisations, developments in the legal sector and the wider economic and political environment and the principles of continuous improvement within organisations.

**K19:** principles of risk assessment, risk management and approaches to selecting the best actions for progressing matters.

**K20:** commercial drivers of organisations including time recording and billing processes for legal services.

**K21:** approaches to stakeholder identification and stakeholder management including the significance of external and internal stakeholders to organisations.

**K22:** strategies for professional development to ensure ongoing competence and good practice, including identification of needs, reflection, evaluation, emotional competence, and recognition of emotions and vulnerabilities in others.

**K23:** fundamentals of teamworking, coaching and mentoring

**K24:** approaches to digital technology, tools and software in the legal sector such as case management systems and drafting software for tasks including quality assurance of caseload outputs and storage, retrieval and analysis of data and information.

**K25:** legal requirements and ethical challenges relating to the use of legal technology in the legal sector, including risks to confidentiality of data posed by and to client's actions, vulnerabilities to cyber threats and defensive measures.

## Skills

**S1:** conduct and collate legal and factual research around all aspects of the matter, including case law, legal procedure, legal changes and documentation in a thorough, pragmatic and organised manner, using the full range of available tools and digital technologies, including assessment of quality of research sources and apply it to the legal matter in hand, to produce research notes.

**S2:** establish the clients' existing position, needs and expectations and identify needs that they may not recognise, utilising specialist expertise as required.

**S3:** identify the applicable law and procedures for legal matters.

**S4:** test and challenge information and data, establish evidence and evaluate its validity.

**S5:** analyse, synthesise, and evaluate information in different ways to determine how to act on client's instructions and identify any real or potential conflicts of interest.

**S6:** interpret results, present findings accurately and apply these to the legal matter using supporting evidence.

**S7:** provide clear and unambiguous legal advice to clients and service users, including advice on the available options, the risks, the costs and the benefits of alternative courses of action, next steps and providing supporting evidence.



**S8:** prepare the necessary documentation on behalf of clients, draft and present legal documentation in line with professional standards including documents with bespoke content.

**S9:** select most appropriate method of communication and use accurate and suitable language in communication, both written and oral, to communicate to clients and stakeholders in a clear and impactful way.

**S10:** take accurate instructions relating to legal matters from colleagues and clients through use of interviewing skills, including effective listening.

**S11:** Identify where information is missing or in the hands of third parties and take steps to obtain it.

**S12:** communicate clear, accurate and practical advice to the client, including where objectives may be unrealistic and respond appropriately to manage clients' legal needs and engage others in the team and externally with the necessary legal expertise.

**S13:** represent and advise clients through negotiation and advocacy

**S14:** mitigate against conflict by managing underlying issues and mediate and manage conflict when it arises.

**S15:** negotiate outcomes on behalf of stakeholders to deliver the best possible outcome, taking steps to ensure agreement or compromise is reached which is clear, lawful and legally binding.

**S16:** build an internal and external network of contacts.

**S17:** take a customer-focused approach and build strong relationships with customer and third-party contacts at all levels.

**S18:** deliver legal services in line with customer service level agreements and commitments.

**S19:** identify steps to achieve customer's wishes or further their objectives and plan and implement progress steps.

**S20:** undertake ongoing communications with the customer to keep them informed and identify and communicate emerging risks.

**S21:** assist others in combining commercial and legal expertise to bring value to customers and the organisation.

**S22:** maintain filing and recording systems in compliance with organisational procedures.

**S23:** plan caseload and wider workload to meet deadlines and deliver outcomes for the client and the organisation.

**S24:** prioritise, plan and review progress and reschedule activities in line with changing priorities to meet changing client and business demands, in accordance with procedural requirements and legal time limits.



**S25:** contribute to the financial management of cases, including budgets, work in progress, timely billing and collection and variance recognition.

**S26:** meet quality assurance expectations within legal service provision.

**S27:** work collaboratively towards achieving customer and organisational objectives.

**S28:** manage own resource requirements, caseload and workflow, to objectives and budgets.

**S29:** support and advise colleagues on routine legal matters.

**S30:** contribute to a culture of continuous improvement including feedback mechanisms.

**S31:** using reflection and evaluation of own competence, recognise when the limit of technical competence and skills is reached and ask for support.

**S32:** agree and achieve own performance objectives and key performance indicators for personal delivery.

**S33:** Apply the CILEx Regulation code of conduct and related professional and ethical frameworks, including, representing information and data honestly, accurately, completely and confidentially whilst maintaining its security, contributing to a culture of data and cyber security ensuring that digital technology is used safely and securely and upholding ethical risk management and professional standards and escalating issues as required.

## Behaviours

**B1:** Ethical and Professional - Acts with integrity, impartiality and independence, demonstrates principled behaviour, follows rules, adheres to organisational and professional standards and manages risk. Knows limitations of abilities, refers technical work to others with the right expertise, admits mistakes and resists pressure to condone, ignore or act unethically.

**B2:** Efficient - Demonstrates the technical knowledge required for the role and uses their skills and experience to perform the job effectively, makes effective use of technology, delivers accurate and quality work and embraces new developments and ways of working.

**B3:** Analytical - Collects and understands information, analyses and challenges it, identifies issues, draws appropriate conclusions to solve problems and makes robust recommendations and decisions

**B4:** Customer orientated - Focuses on clients' needs, listens to clients to understand their current and future needs, utilises specialist expertise, builds an internal and external network of contacts, meets customer's expectations, where possible and lawful, and delivers complete client solutions.

**B5:** Advocate - Acts as an ambassador to the organisation and legal profession, takes instructions and represents the interests of clients in the best way.

**B6:** Collaborative - Builds positive and trusted working relationships, respects the views and opinions of others, shares knowledge, deals with issues as they arise, works across boundaries, and makes contributions to the team.

**B7:** Commercial mindset - keeps up to date with developments and trends in the organisation and legal profession and combines commercial and legal expertise to bring value to clients and the organisation, demonstrates business/ commercial acumen, uses resources efficiently.

**B8:** Accountable - takes responsibility for their actions and outcomes from their work

**B9:** Innovative - seeks innovative solutions to problems and challenges

## Qualifications

### English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

**Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?**

No

## Professional recognition

This standard aligns with the following professional recognition:

- Chartered Institute of Legal Executives Regulation for Chartered Legal Executive

### Regulated standard

This is a regulated occupation.

### Regulator body:

CILEX Regulation

Training Provider must be approved by regulator body

EPAO must be approved by regulator body

### Consultation

XXXXX

### Progression Routes

### Supporting uploads

### Mandatory qualification uploads

## Professional body confirmation uploads

### Notice period