

COMPETENCY FRAMEWORK (CPD)

This document is a **reference document** only. It is designed to help you to reflect on your work and plan CPD activities which are relevant to you as a Chartered Legal Executive.

The core competencies for a practising Chartered Legal Executive fall under the following headings:

1. [Practical application of the law and legal practice](#)
2. [Communication Skills](#)
3. [Client Relations](#)
4. [Management of Workload](#)
5. [Business Awareness](#)
6. [Professional Conduct](#)
7. [Self-Awareness and Development](#)
8. [Working With Others](#)

1. Practical application of the law and legal practice
1.1: Apply the law to the matter
<ul style="list-style-type: none"> • Knowledge and understanding of the specialist area of law • Identification of how the law applies to the matter • Application of the law to the matter
1.2: Apply the relevant legal procedure to a matter
<ul style="list-style-type: none"> • Knowledge and understanding of the specialist area of legal procedure • Identification of the correct legal procedure for the matter • Application of the correct legal procedure to the matter
1.3: Identify and deal with the issues arising in a matter
<ul style="list-style-type: none"> • Analyse the matter to determine the legal, evidential and factual issues • Identify the relevant issues • Determine how to deal with the relevant issues • Take the appropriate action
1.4: Undertake legal research
<ul style="list-style-type: none"> • Understand the need for thorough investigation of all relevant factual and legal issues involved in a matter • Knowledge and understanding of research methods (both documentary and electronic) • Identify situations in which research is needed • Locate appropriate sources • Ability to locate appropriate sources and undertake systematic and comprehensive legal research • Present and apply the findings of the research to the matter

2. Communication Skills
2.1: Communicate legal issues using appropriate methods
<ul style="list-style-type: none"> • Identify the most suitable means of communication with the parties/organisations involved in the matter
2.2: Use suitable language in communication
<ul style="list-style-type: none"> • Ability to use clear, concise, accurate and unambiguous language in communication both orally and in writing • Demonstrate suitable professional practice, politeness and respect • Adapt style of communication to the recipient • Accurately record interviews, advice given orally, decisions made by the client and any follow up steps. Where appropriate, confirm instructions in writing
2.3: Address all issues in communication
<ul style="list-style-type: none"> • Identify and address all relevant factual, legal or evidential issues arising • Apply the relevant law and legal procedure issues appropriately and accurately in communication
2.4: Seek appropriate information through communication
<ul style="list-style-type: none"> • Understand how to conduct an effective interview using appropriate planning, preparation and identification of objectives • Understand how to use appropriate questioning which elicits relevant information, client concerns, anticipates client concerns and has clear outcomes • Ability to use appropriate interaction with the client to establish a professional relationship
2.5: Represent a client through effective use of communication and other skills
<ul style="list-style-type: none"> • Identify the interests of the client/service user • Identify appropriate communication skills to represent the interests of the client/service user • Make effective use of the identified communication skills to adequately represent the interests of the client/service user • Using professional skills and knowledge, evaluate next steps/further decisions to be taken

3. Client Relations
3.1: Identify and understand a client's or service user's position
<ul style="list-style-type: none"> • Identify through effective communication the client's/service user's position including financial, professional and personal priorities • Demonstrate an understanding of the client's/service user's position • Apply this information to the matter to ensure appropriate representation of the client/service user
3.2: Take accurate instructions relating to a legal matter from clients or service users
<ul style="list-style-type: none"> • Knowledge and understanding of effective methods of eliciting information • Ability to utilise these methods to take accurate instructions from the client/service user • Confirm understanding of instructions with client to ensure it is correct
3.3: Provide clear legal advice to clients or service users
<ul style="list-style-type: none"> • Advise the client/service user on the matter in which instructed, including any action which will be taken in representation
3.4: Evaluate the risks, costs and benefits of alternative courses of action
<ul style="list-style-type: none"> • Evaluate information, arguments, assumptions and concepts • Identify a range of options open to the client/service user • Evaluate the merits and risks of solutions • Assess which option would be the most appropriate course of action for the client/service user • Communicate that information to the client/service user
3.5: Take action to deal with instructions received
<ul style="list-style-type: none"> • Evaluate the information provided in relation to the law and legal procedure • Identify the appropriate action in response to the client's/service user's instructions • Provide evidence of the action taken
3.6: Manage a client's or service user's expectations
<ul style="list-style-type: none"> • Identify the needs, objectives and priorities of the client/service user • Consider these in light of what is possible and use this analysis to manage the expectations of the client/service user • Understand that it is not always possible to meet client/service user expectations and needs

4. Management of Workload

4.1: Progress matters expeditiously

- Knowledge of workload and deadlines
- Management of workload to ensure there are no unnecessary delays in the progress of legal matters

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

- Identify tasks to be undertaken in a matter
- Plan and prioritise workload
- Assess realistic timescales for completion of tasks
- Manage all files and tasks concurrently
- Apply resources efficiently
- Identify situations when additional help may be required and seek that help

4.3: Maintain files and records in accordance with procedures

- Knowledge and understanding of filing and business systems including databases and accounting methods
- Knowledge and understanding of the use of technology to store, retrieve and analyse information
- Appropriate maintenance and update of both paper and online systems in accordance with established procedures
- Ensure financial transactions are processed in accordance with rules and procedures
- Ensure all data is processed and kept with due regard to information security

5. Business Awareness

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

- Knowledge and understanding of the business and legal environment worked in
- Knowledge and understanding of the aims and objectives of the practice or organisation worked in
- Promotion, through work and actions, of those aims and objectives

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

- Evaluate the merits and risks of courses of action to the business

6. Professional Conduct

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

- Knowledge and understanding of the most recent CILEx Code of Conduct and any other applicable conduct rules
- Understand that a CLE may only act when competent to do so
- Identify appropriate rules which apply to the matter, including any ethical matters
- Identify appropriate conduct for the matter

6.2: Provide appropriate information to clients and service users

- Knowledge and understanding of the information which must be supplied to clients/service users
- Ensure a client care letter is issued to clients/service users
- Ensure complaints handling information is issued to clients/service users
- Ensure the client/service user is supplied with appropriate information about cost

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

- Knowledge and understanding of the law relating to discrimination
- Knowledge and understanding of equality and diversity issues
- Ability to identify issues of culture, disability and diversity
- Demonstrate respect for a range of attitudes and beliefs

7. Self-Awareness and Development

7.1: Evaluate your professional skills and legal knowledge

- Ability to reflect on legal knowledge and understanding
- Identify gaps in that knowledge
- Identify strategies to fill the gaps
- Act to consolidate and extend legal knowledge and understanding
- Ability to reflect on professional skills
- Identify strengths and weaknesses in working practice
- Identify possible solutions to address any areas of weakness
- Choose the most appropriate solution and carry it out
- Reflect on how the solution has impacted on working practice and decide next steps

7.2: Understand the limitations of your professional skills and knowledge

- Knowledge and understanding of own professional skills and knowledge
- Identify limits of competence
- Act only within that competence

8. Working With Others

8.1: Establish effective working relationships with others involved in a legal matter

- Understand that effective working relationships include the client/service user, the other party involved in the matter, third parties from whom information is sought and other legal professionals
- Deal with these parties with respect and professionalism

8.2: Demonstrate ability to select and provide appropriate information to others as required by law

- Knowledge and understanding of information which can (or cannot) be disclosed to others by law
- Identify information which can be disclosed to others in the matter and which cannot
- Act within these limitations