

A new framework for work based learning Consultation

Annex 2 – Work based learning standards (draft)

Upon completion of work based learning within a legal context, individuals are required to have demonstrated the following standards when carrying out straightforward/typical work:

Application of Legal Expertise

1. Correctly applies knowledge and understanding of the Law within areas of practice
2. Effectively applies relevant skills in areas of practice eg. advocacy, legal research, writing and drafting, interviewing and advising
3. Identifies the key factual and legal issues that are relevant to the client/case
4. Identifies the legal implications associated with an issue and the relevant branches of law
5. Keeps up-to-date with changes in the law

Work-based Increment: Gains experience in practical application of the law and practical application of relevant skills.

Integrity

1. Acts in accordance with professional duties, responsibilities and ethics (e.g. the Rules of Professional Conduct)
2. Deals with people in an honest way
3. Maintains client confidentiality
4. Flags up potential/actual ethical dilemmas (e.g. conflict of interest)

Work-based Increment: Gains experience of application of rules, regulations and protocols in practice.

Effective Communication

1. Uses clear, concise and unambiguous language in written and oral communications with clients and colleagues
2. Tailors communication style to suit the purpose of the communication and needs of different clients/recipients
3. Demonstrates sensitivity to social/cultural diversity and/or disability in communication with colleagues and clients
4. Elicits information through effective questioning
5. Addresses all relevant factual and legal issues in client communication
6. Listens effectively to others
7. Is detail conscious

Work-based Increment: Transition from academic communication to professional communication. Tailoring communication to different kinds of clients, colleagues and situations.

Client Handling

1. Clearly identifies the client's objectives and priorities; takes accurate instructions
2. Logically evaluates alternative courses of action or possible solutions, recognising the needs/priorities of the client
3. Offers an opinion rather than just stating the facts
4. Keeps the client informed (e.g. progress, costs)
5. Works to put clients at ease; appears calm and confident
6. Is business-like in dealings with the client (e.g. comes across as organised and efficient, keeps focused on legal matters)
7. Manages client expectations about likely outcomes

Work-based Increment: Development of professional and business-like approach to achieve credibility with all kinds of clients, both internal and external. Evaluates options and makes judgements on a diverse range of client issues.

Business Awareness

1. Shows an appreciation of the business context in which working (both internal and external)
2. Works and uses resources in an efficient and cost-effective way
3. Identifies the costs/benefits of alternative courses of action both internally and externally

Work-based Increment: Develops an awareness of the wider business environment they are operating in, both internally and externally.

Work-Load Management

1. Demonstrates an ability to manage a number of cases/tasks concurrently
2. Completes work in a timely fashion
3. Takes responsibility for and manages own work-load (e.g. prioritising) where possible
4. Keeps accurate records (e.g. time spent, correspondence)
5. Makes realistic judgements about amount of time required for tasks; does not under or over commit (escalating work-load issues when necessary)
6. Maintains files and uses business systems appropriately in order that work can be accessed by others
7. Delivers on commitments

Work-based Increment: Develops skill in planning and managing own work-load and how to deal with many cases/tasks at once. Realistically estimates amount of time to achieve various tasks and learns to work within office procedures using the appropriate technology.

Working with Others

1. Shares information with others when appropriate
2. Works co-operatively with colleagues
3. Offers others support when necessary
4. Makes effective use of others' knowledge and skills (eg. support staff/colleagues)
5. Treats others with respect

Work-based Increment: Recognises the importance of working together for the success of the firm/organisation rather than being focused purely on own work/success. Learns impact on others of own actions and failings.

Self Awareness and Development

1. Demonstrates an awareness of own professional limitations, knowing when to ask for assistance
2. Reflects on experiences and mistakes and learns from them
3. Works to continuously improve oneself as a professional

Work-based Increment: Gains an understanding of own professional strengths and weaknesses, knows when to ask for support and commits to on-going professional development.