



Qualification Review

**SFJ Awards Level 2 Certificate in Supporting
Access to Legal Advice**

**SFJ Awards Level 3 Award in Providing Initial
Legal Advice**

**Consultation Draft
August 2018**



Contents

1. About SFJ Awards
2. Background to proposed qualification development
3. What units include
4. Proposed qualification structure
 - 4.1 SFJ Awards Level 2 Certificate in Supporting Access to Legal Advice
 - 4.2 SFJ Awards Level 3 Award in Providing Initial Legal Advice
5. Consultation
6. Draft qualification units
 - 6.1 SFJ Awards Level 2 Certificate in Supporting Access to Legal Advice
 - 6.2 SFJ Awards Level 3 Award in Providing Initial Legal Advice
7. Level descriptors
8. Total Qualification Time (TQT)

Qualification Review - Consultation

Draft Qualification Structure and Units

August 2018

SFJ Awards Level 2 Certificate in Supporting Access to Legal Advice SFJ Awards Level 3 Award in Providing Initial Legal Advice

1 About SFJ Awards

SFJ Awards is part of the Workforce Development Trust, together with Skills for Justice and Skills for Health. For over 10 years **Skills for Health** and **Skills for Justice** have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future.

During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent.

SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.

Customer satisfaction is the cornerstone of our organisation, and is delivered through an efficient service, providing excellent value for money.

2 Background to Legal Advice qualifications review

The Level 2 Certificate in Supporting Access to Legal Advice has been operational since March 2014 and the Level 3 Award in Providing Initial Legal Advice since May 2013. The qualifications are therefore scheduled for review and are being updated in line with current sector requirements. There is also a review of the Legal Advice National Occupational Standards underway and mapping references at the end of each unit will be updated where applicable once this is complete.

3 What units include

The draft units included in the qualifications are made up of the following main components:

- Unit title – providing a clear indication of the content of the unit
- Unit level – indicating the level of the unit in relation to RQF level descriptors, included in section 7
- Learning outcomes – setting out what a learner is expected to know, understand or be able to do as the result of a process of learning

- Assessment criteria – specifying the standard a learner is expected to meet to demonstrate that the learning outcomes have been achieved
- Guided Learning Hours (GLH) – define the number of hours where the learner is given specific input, usually by a tutor, in order to achieve the learning outcomes
- Credit value – specifying the number of credits that will be awarded to a learner who has achieved the learning outcomes

4 Proposed qualification structures

4.1 SFJ Awards Level 2 Certificate in Supporting Access to Legal Advice

The revised qualification consists of seven units which have been designed to cover the knowledge and skills required by part-time staff and volunteers who support the provision of legal information and advice to clients. It aims to develop learners' skills in communicating effectively with legal advice clients, supporting clients to make use of services and helping them to access referral opportunities.

Structure:

- 3 mandatory units from Group A
- 2 optional units from Group B

Number of Credits: 15

Guided Learning Hours: 100

Total Qualification Time: 150 hours

Mandatory group A

Unit No	Unit Title	Level	Credit Value	GLH
1	Communicating with legal advice clients	2	3	20
2	Supporting clients to make use of the legal advice service	2	3	20
3	Enabling legal advice clients to access signposting and referral opportunities	2	3	20

Optional group B

Unit No	Unit Title	Level	Credit Value	GLH
4	Obtaining and providing legal information materials	2	3	20
5	Providing legal information and advice using technology	2	3	20
6	Recognise diversity when delivering customer service	2	3	20
7	Reflective practice in a legal advice context	2	3	20

4.2 SFJ Awards Level 3 Award in Providing Initial Legal Advice

The revised qualification consists of eleven units which have been designed to cover the knowledge and skills required by advisers who provide initial legal information and advice and have current work experience within legal services.

Structure:

- 1 mandatory unit from Group A
- Minimum of 1 optional unit from Group B
- Minimum of 1 optional unit from Group C

Number of Credits: 12

Guided Learning Hours: 80

Total Qualification Time: 120 hours

Mandatory group A

Unit No	Unit Title	Level	Credit Value	GLH
1	Providing legal advice to clients	3	5	30

Optional group B

Unit No	Unit Title	Level	Credit Value	GLH
2	Managing interviews with legal advice clients	3	3	20
3	Supporting legal advice clients to act on their own behalf	3	3	20
4	Providing and receiving referrals on behalf of legal advice clients	3	3	20
5	Providing legal information and advice using technology	3	3	20

Optional group C

Unit No	Unit Title	Level	Credit Value	GLH
6	Providing initial legal advice in housing law	3	4	30
7	Providing initial employment legal information and advice	3	4	30
8	Providing initial legal advice in consumer law	3	4	30
9	Providing initial legal advice in welfare rights	3	4	30
10	Providing initial advice on family law	3	4	30

Unit No	Unit Title	Level	Credit Value	GLH
11	Providing initial money and debt legal advice	3	4	30

The draft units are available in Section 6 of this document.

5 Consultation

The development team would welcome feedback on the proposed revised SFJ Awards Level 2 Certificate in Supporting Access to Legal Advice and SFJ Awards Level 3 Award in Providing Initial Legal Advice. In particular we are seeking views from experts, employers and other stakeholders who have knowledge of and/or whose organisation involves providing legal advice.

We are looking for feedback on the following:

- Qualification structure – some optional units have been removed from the Level 3 Award in Providing Initial Legal Advice as it was felt they were too specialist and were not used
- Unit content – some units have had major revision and we would welcome views on the changes, in particular:
 - Understand diversity when delivering legal advice services (L2 optional unit)
 - Providing legal information and advice using technology (previously referred to using the telephone) (L2 and L3 optional units)
 - Providing legal advice to clients (L3 mandatory unit)
 - Providing initial money and debt legal advice (L3 optional unit)
- Qualification and unit level
- Credit values
- Guided Learning Hours (GLH)
- Total Qualification Time (TQT)¹
- Are the qualifications fit for purpose?
- Are there are changes you would recommend?
- Is there anything missing from the qualification?

Please feel free to send this consultation on to any colleagues who may also be able to comment on the development.

All feedback should be sent to the Qualification and Product Development Team at SFJ Awards by **Friday 7 September 2018**.

E-mail: QualificationsTeam@sfjawards.com

If you have any queries on the consultation, please contact us on the above email or by telephone 0114 284 1970. Thank you and we look forward to receiving your feedback.

¹ See Section 8 for information on TQT

6 Draft units

6.1 SFJ Awards Level 2 Certificate in Supporting Access to Legal Advice

Mandatory Group A

Title	Communicating with legal advice clients		
Level	2		
Credit value	3		
GLH	20		
Learning outcomes: <i>The learner will</i>	Assessment criteria: <i>The learner can:</i>	Guidance	
1 Understand the importance of communication with legal advice clients	1.1 Describe why it is important to establish communication with legal advice clients 1.2 Compare methods of communication that can be used to provide legal advice 1.3 Describe situations where different methods of communication would be appropriate	This includes new and existing clients AC1.2 should include the advantages and disadvantages of the different methods	
2 Be able to communicate with legal advice clients	2.1 Explain the importance of allocating appropriate time and attention to legal advice clients 2.2 Describe how to create an environment that will help legal advice clients to express their needs 2.3 Describe what constitutes a safe environment for legal advice clients and advisers	AC2.3 may include consideration of remote technologies	

	<p>2.4 Select the most appropriate method to communicate with clients</p> <p>2.5 Use communication skills to encourage legal advice clients to express their needs</p> <p>2.5 Communicate with clients in a way that makes them feel valued and respected</p> <p>2.6 Follow organisational procedures regarding client communications</p>	AC2.5 may include client confidentiality of communications and timescales for responses
3 Understand client confidentiality procedures	<p>3.1 Describe legal and organisational procedures for client confidentiality</p> <p>3.2 Describe why it is important to maintain client confidentiality</p> <p>3.3 Identify the legal exceptions to maintaining client confidentiality</p>	
4 Understand communication difficulties with legal advice clients	<p>4.1 Identify barriers to communication that can cause difficulties with clients</p> <p>4.2 Describe ways of minimising difficulties in communication with clients</p>	

Additional information about the unit		
Unit purpose and aim(s)	This unit is about understanding the importance of communicating effectively with legal advice clients, the different methods of communicating and difficulties in communication that may arise.	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if required)	This unit is based on the ENTO Unit AG1: Establish communication with clients and incorporated into the 2009 suite of NOS for Legal Advice as Unit AB4.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Title	Supporting clients to make use of the legal advice service		
Level	2		
Credit value	3		
GLH	20		
Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Guidance	
1 Understand how to support clients to make use of the legal advice service	1.1 Describe the factors that can influence whether a client can/will use the legal advice service 1.2 Describe the steps to take when supporting clients to make use of the legal advice service 1.3 Identify other services that may be available to clients 1.4 Identify requirements that impact on actions when supporting clients to make use of the legal advice service	AC1.3 should include other services offered by the organisation AC 1.4 will include organisational and legal requirements, such as data protection, health and safety and confidentiality	
2 Understand situations that require an immediate response	2.1 Describe situations where immediate action may be required by legal advice clients 2.2 Describe why it is important to take immediate action on behalf of legal advice clients 2.3 Identify the actions that can be taken when an immediate response is required		
3 Be able to support clients on their use of the legal advice service	3.1 Establish client needs and expectations of the service		

	<p>3.2 Explain how the legal advice service can meet client needs</p> <p>3.3 Agree with clients the procedures for using the service</p> <p>3.4 Record details of client interactions in line with organisational procedures</p>	
4 Be able to provide information to meet legal advice client needs	<p>4.1 Describe the actions involved in providing information to meet the needs of legal advice clients</p> <p>4.2 Confirm with clients their information needs</p> <p>4.3 Identify sources of information to meet client needs</p> <p>4.4 Provide information to meet client needs</p> <p>4.5 Confirm with clients that their information needs have been met</p> <p>4.6 Use organisational procedures to record details of the client interaction</p>	
Additional information about the unit		
Unit aim(s)	This unit is about helping clients to access and make use of legal advice services.	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	This unit is based on the ENTO NOS Unit GA2: Support clients to make use of the advice and guidance service.	

Assessment requirements specified by a sector or regulatory body (if appropriate)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	
---	---	--

Title	Enabling legal advice clients to access signposting and referral opportunities	
Level	2	
Credit value	3	
GLH	20	
Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Guidance
1 Understand signposting and referral opportunities available to legal advice clients	1.1 Explain the differences between signposting and referral in the legal advice context 1.2 Describe the services that can be provided by own organisation 1.3 Describe the services that can be provided by other organisations 1.4 Give reasons why it may be necessary to signpost or refer legal advice clients to other services	Examples of areas covered by legal advice services include debt, immigration, tax, family and personal, employment, consumer In AC 1.4 the client may be signposted or referred to relevant legal advice services and other services that have been identified as applicable during work with them. 'Other services' may include social services support, social prescribing projects, financial capability help, banking or food banks
2 Understand requirements relating to the referral of legal advice clients to other services	2.1 Describe own organisational requirements for referring legal advice clients to other services 2.2 Identify legal and ethical requirements that must be followed during referral processes	

	2.3 Explain the reasons for following organisational, legal and ethical requirements during referral processes	
3 Be able to refer legal advice clients to other services in line with organisational procedures	3.1 Refer legal advice clients to other services 3.2 Record referral processes	In AC3.1 the referral process will vary in different organisations. Learners must therefore follow their own organisation's procedures for referring clients
Additional information about the unit		
Unit aim(s)	This unit is about helping legal advice clients to access other services that meet their requirements. The services may be provided from within own organisation or by another suitable organisation	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	This unit is based on the ENTO Unit AG13: Enable advice and guidance clients to access referral opportunities and incorporated into the 2009 suite of NOS for Legal Advice as Unit GA4.	
Assessment requirements specified by a sector or regulatory body (if appropriate)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Optional Group B

Title	Obtaining and providing legal information materials		
Level	2		
Credit value	3		
GLH	20		
Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Guidance	
1 Understand the use of legal information materials	1.1 Identify potential users of legal information materials 1.2 Describe how to obtain information on the legal information needs of users 1.3 Describe how to check the currency and accuracy of legal information materials 1.4 Describe how information and communication technologies can impact on the presentation and supply of legal information materials 1.5 Identify how legal information materials will be used during their lifecycle 1.6 Identify the sources of legal information materials 1.7 Explain the reasons for following organisational, legal and ethical requirements when obtaining and providing legal advice materials		

<p>2 Be able to provide legal information materials</p>	<p>2.1 Describe legal information materials that can be provided</p> <p>2.2 Identify the different formats that can be used for legal information materials</p> <p>2.3 Confirm the legal information needs with users</p> <p>2.4 Obtain supplies of legal information materials to meet the needs of users</p> <p>2.5 Follow organisational, legal and ethical requirements for obtaining and providing legal information materials</p> <p>2.6 Help users to obtain the information they need</p> <p>2.7 Record the use and supply of legal information materials in line with organisational procedures</p>	
<p>3 Be able to assess the effectiveness of legal information materials provided</p>	<p>3.1 Review the use and take up of legal information materials provided</p> <p>3.2 Confirm with users that the legal information materials provided meet their needs</p> <p>3.3 Identify how the supply of legal information materials could be improved</p> <p>3.4 Identify who should be consulted on the planned improvements in the provision of legal information materials</p> <p>3.5 Record the use and effectiveness of legal information materials in line with organisational procedures</p>	

Additional information about the unit		
Unit aim(s)	This unit is about obtaining and providing legal information materials.	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	N/A	
Assessment requirements specified by a sector or regulatory body (if appropriate)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Title	Providing legal information and advice using technology		
Level	2		
Credit value	3		
GLH	20		
Learning outcomes	Assessment criteria	Guidance	
<i>The learner will:</i>	<i>The learner can:</i>		
1 Understand technology for providing legal information and advice remotely	1.1 Identify the different technologies available for providing legal information and advice remotely 1.2 Describe the reasons for providing legal information and advice remotely using technology 1.3 Describe the problems that could occur when using different technologies for providing legal information and advice 1.4 Explain how to overcome problems when using different technologies for providing legal information and advice 1.5 Describe the requirements when using technology to provide legal information and advice to clients remotely 1.6 Explain the reasons for following requirements when using technology to provide legal information and advice to clients 1.7 Describe ways of making clients feel welcome and sustaining the interaction when using technology	Technologies could include the telephone and digital methods such as email, webchat AC1.5 will include legal and organisational requirements, but may also include others that are relevant to different technologies	

	<p>1.8 Describe why it is important for clients to recognise the value of their anonymity when receiving legal information and advice remotely using technology</p> <p>1.9 Describe how to recognise signs of increased client stress when using technology and why this is important</p> <p>1.10 Describe how to recognise situations when it might be disadvantageous or dangerous to clients to end remote interactions</p>	
<p>2 Be able to respond to client queries when using technology</p>	<p>2.1 Respond to clients in a way that encourages them to continue with the remote interaction</p> <p>2.2 Review client needs and expectations from remote interactions</p> <p>2.3 Provide information on the services the organisation can provide</p> <p>2.4 Identify any potential risks or dangers facing clients</p> <p>2.5 Provide information to clients that will minimise any risks</p> <p>2.6 Respond to immediate client needs throughout remote interactions</p> <p>2.7 Identify signs of increased client stress during remote interactions</p> <p>2.8 Follow requirements when using technology to provide legal information and advice to clients remotely</p>	<p>AC2.8 will include legal and organisational requirements, but may also include others that are relevant to different technologies</p>

3 Be able to end remote interactions with clients	<p>3.1 Describe why it is important to give clear information to clients on why/when remote interactions will be ended</p> <p>3.2 Provide clients with information on any further actions that could be taken by them or the organisation</p> <p>3.3 Identify when it might be disadvantageous or dangerous to clients to end remote interactions</p> <p>3.4 Follow requirements when using technology to provide legal information and advice to clients remotely</p>	AC3.4 will include legal and organisational requirements, but may also include others that are relevant to different technologies
Additional information about the unit		
Unit aim(s)	This unit is about providing legal information and advice using different technologies. These will vary according to the service but may include the telephone and digital methods such as webchat, email.	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	N/A	
Assessment requirements specified by a sector or regulatory body (if appropriate)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Title	Understand diversity when delivering legal advice services	
Level	2	
Credit value	3	
GLH	20	
Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Guidance
1 Understand diversity	1.1 Define diversity 1.2 Explain why it is important to value diversity 1.3 Identify behaviours that promote diversity and inclusion	Diversity includes: age, disability, ethnicity, religion, sexual orientation, values, culture, education, beliefs, social class, economic status, physical appearance
2 Understand how to recognise diversity when delivering legal advice services	2.1 Explain reasons why consideration of diversity and inclusion issues affect the service provided to legal advice clients 2.2 Summarise organisational guidelines which ensure that the legal advice services delivered are inclusive for diverse groups of clients 2.3 Describe how to observe and interpret non-verbal clues 2.4 Describe how to listen actively for clues about clients' expectations and needs 2.5 Identify techniques for obtaining additional information from clients through tactful and respectful questions	

	<p>2.6 Describe behaviour that might cause offence to specific groups of people who use own organisation's legal advice services</p> <p>2.7 Explain ways to meet the needs of specific groups of people who use own organisation's legal advice services</p>	
Additional information about the unit		
Unit aim(s)	This unit is about recognising diversity when delivering legal advice services.	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	N/A	
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A	

Title	Reflective practice in a legal advice context	
Level	2	
Credit value	3	
GLH	20	
Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Guidance
1 Understand the principles of reflective practice in a legal advice context	1.1 Describe what is meant by reflective practice 1.2 Outline the types of evidence that can be used to inform reflective practice 1.3 Identify the types of activity that can be used to improve own practice 1.4 Describe factors that can impact on reflective practice	
2 Be able to reflect on own practice in a legal advice context	2.1 Apply reflective practice in a legal advice context 2.2 Implement changes to improve own practice based on reflective practice	
Additional information about the unit		
Unit aim(s)	This unit is about applying and improving own reflective practice in a legal advice context.	

Details of the relationship between the unit and relevant national occupational standards (if appropriate)	N/A	
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A	

6.2 SFJ Awards Level 3 Award in Providing Initial Legal Advice

Mandatory Group A

Title	Providing legal advice to clients	
Level	3	
Credit value	5	
GLH	30	
Learning outcomes: <i>The learner will</i>	Assessment criteria: <i>The learner can</i>	Guidance
1. Understand the process and procedures of providing legal advice	1.1 Explain the types of legal advice that can be provided to clients 1.2 Explain why it is important to keep up to date with changes in legislation and regulations 1.3 Analyse how changes in legislation and regulations can impact on advice provision 1.4 Explain why it is important to establish client needs including possible emergency advice 1.5 Explain the facilities available to research answers to client needs 1.6 Summarise the organisational, legal and ethical requirements that impact on the provision of legal advice 1.7 Summarise recording requirements of client interactions and agreed outcomes	

<p>2. Be able to define client needs</p>	<p>2.1 Analyse client information to define needs</p> <p>2.2 Confirm needs and expectations with client</p> <p>2.3 Provide clients with information on organisational and legal systems and procedures relevant to their case</p> <p>2.4 Develop case plans with clients that meet their needs and comply with organisational and legal requirements</p>	
<p>3. Be able to provide legal advice to meet client needs</p>	<p>3.1 Research available resources to establish information to meet client needs</p> <p>3.2 Advise clients on the options available to them</p> <p>3.3 Check client understanding of the options</p> <p>3.4 Support clients in their decision-making</p> <p>3.5 Agree with clients any required follow up actions</p> <p>3.6 Record and store client and case details using agreed legal and organisational procedures</p>	
<p>4. Understand the use of interpreters in the provision of legal information and advice to clients</p>	<p>4.1 Analyse situations when it may be appropriate to use an interpreter to facilitate communication with the client</p> <p>4.2 Explain ways of sourcing interpreters</p> <p>4.3 Summarise criteria for selecting interpreters</p> <p>4.4 Explain how to set up the interpretation process</p>	<p>AC4.4 will include:</p> <ul style="list-style-type: none"> • Agreeing contractual terms with the interpreter • Providing the interpreter with information about the service that can be provided to the client • Arranging an appropriate environment for the process

	<p>4.5 Summarise the requirements for using interpreters in the provision of legal information and advice to clients</p> <p>4.6 Explain how to manage the provision of legal information and advice to clients using an interpreter</p>	<p>In AC4.5 requirements may be legal, ethical, cultural or organisational</p> <p>AC4.6 will include:</p> <ul style="list-style-type: none"> • Ensuring the interpreter restricts their role to interpreting only • Maintaining a safe environment
<p>5. Understand how policy issues can impact on legal advice clients</p>	<p>5.1 Identify common policy issues that can impact upon clients</p> <p>5.2 Analyse the potential effect of policy changes upon clients</p> <p>5.3 Explain what legal advice organisations can do to challenge policy issues that may negatively affect clients</p>	<p>Social policy relates to a wide range of areas, affecting services and support for child and family support, schooling and education, housing and neighbourhood renewal, income maintenance and poverty reduction, unemployment support and training, pensions, health and social care, child protection, social exclusion, crime and criminal justice</p> <p>In AC5.1 examples could include the impact of welfare reform or digital exclusion</p> <p>In AC5.2 and 5.3 learners can select an area of social policy which particularly affects the area of legal advice offered in their organisation</p>
<p>6. Understand discrimination in the context of providing legal advice</p>	<p>6.1 Summarise legislation relating to discrimination</p> <p>6.2 Explain areas where discrimination claims are likely to arise</p>	<p>AC6.2 should include employment, housing, education and provision of goods and/or services</p>

	<p>6.3 Explain the grounds on which actions on the basis of discrimination may be taken</p> <p>6.4 Summarise the procedures to follow when making a discrimination claim in the provision of goods, facilities or services</p> <p>6.5 Summarise the procedures to follow when making a discrimination claim in the workplace</p>	
7. Understand client referral to specialist advisers	<p>7.1 Explain why it is necessary to work within own level of competence</p> <p>7.2 Explain how to determine when a client should be referred to a specialist adviser</p> <p>7.3 Summarise the process and procedures to follow when referring clients to another adviser</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about the skills and knowledge required to research and provide legal advice to clients across a range of legal advice areas.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Optional Group B

Title	Managing interviews with legal advice clients		
Level	3		
Credit value	3		
GLH	20		
Learning outcomes:	Assessment criteria:	Guidance	
<i>The learner will</i>	<i>The learner can</i>		
1 Understand developing and managing interviews with legal advice clients	1.1 Analyse the stages involved in developing and managing the interview with legal advice clients 1.2 Explain the environmental factors that can impact on the quality of the interview 1.3 Explain why it is important to develop the interview with the legal advice client 1.4 Explain why it is important to manage the interview with the legal advice client		
2 Be able to manage interviews with legal advice clients	2.1 Support legal advice clients to explore their problems and concerns 2.2 Establish that clients can access and are eligible for the services provided 2.3 Use communication skills to encourage clients to contribute to the discussions 2.4 Maintain interviews with clients		

	2.5 Explain how to sustain interviews with difficult or challenging clients	
3 Be able to complete interviews with legal advice clients	<p>3.1 Analyse why it is important to be able to end interviews at the appropriate time with legal advice clients</p> <p>3.2 Explain the steps to take when ending interviews</p> <p>3.3 Complete interviews with legal advice clients</p> <p>3.4 Record details and outcomes of interviews in line with organisational procedures</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about establishing a supportive working relationship with clients and helping them explain and identify their needs and concerns whilst exploring all issues to ensure the client receives appropriate help. It also identifying when immediate action may be required and doing this appropriately whilst managing the interview process according to organisational guidelines.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Title	Supporting legal advice clients to act on their own behalf		
Level	3		
Credit value	3		
GLH	20		
Learning outcomes:	Assessment criteria:	Guidance	
<i>The learner will</i>	<i>The learner can</i>		
1. Understand how to support clients to act on their own behalf	1.1 Analyse situation when it may be desirable for clients to act on their own behalf 1.2 Explain why it is important to assess the capability of clients to act on their own behalf 1.3 Analyse ways of establishing the capability of clients to act on their own behalf 1.4 Identify the nature and extent of the support services that can be offered to clients		
2. Be able to establish client needs and capabilities	2.1 Work with clients to establish their capability to take actions on their own behalf 2.2 Agree with clients their needs and expectations 2.3 Provide clients with information on the nature and extent of the support services that can be offered by own organisation 2.4 Review with clients their understanding of the support on offer		

	<p>2.5 Provide clients with information on the legislation, codes of practice, guidelines and ethical requirements relevant to their situation</p> <p>2.6 Agree with clients the support that will be provided by the service</p> <p>2.7 Record details of the agreed support that will be provided using organisational procedures</p>	
3. Be able to support clients to act on their own behalf	<p>3.1 Support clients to access information relevant to their case</p> <p>3.2 Explain to clients how to ask and answer questions to support their case</p>	
4. Be able to provide ongoing support to clients	<p>4.1 Explain to clients the nature and extent of the support that is available to them</p> <p>4.2 Review progress of their case with clients</p> <p>4.3 Provide clients with information on the steps that should be taken to progress the case</p> <p>4.4 Agree with clients who is responsible for the action</p> <p>4.5 Agree with clients an appropriate end to the provision of support</p> <p>4.6 Record details of the support provided in line with organisational procedures</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about working directly with clients to enable them to gain skills and confidence to act on their own behalf. This could be by giving ongoing support during legal proceedings	

	(but not participating). It involves initially establishing client need and capabilities, then enabling them to act on their own behalf and providing support throughout the course of any actions.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Title	Providing and receiving referrals on behalf of legal advice clients	
Level	3	
Credit value	3	
GLH	20	
Learning outcomes: <i>The learner will</i>	Assessment criteria: <i>The learner can</i>	Guidance
1. Understand the processes and procedures for providing and receiving referrals	1.1 Explain when it may be appropriate to refer a client to another adviser or service 1.2 Explain how to match a client's needs against service provision 1.3 Analyse the range of services available for referral 1.4 Explain how to evaluate the suitability of services to meet the client's needs 1.5 Summarise organisational procedures for providing and receiving referrals 1.6 Analyse the reasons why it may not be possible to refer clients to other services 1.7 Explain the reasons for checking the capacity of other services to receive referrals 1.8 Analyse the referral procedures of other services 1.9 Explain why it is important to provide other services with details of the service that can be offered by own organisation	

	<p>1.10 Analyse the different referral follow-up procedures that can be implemented</p> <p>1.11 Explain the reasons for following organisational, legal and ethical requirements during the referral process</p>	
2. Be able to implement referral procedures on behalf of clients	<p>2.1 Analyse client needs including any priority actions required</p> <p>2.2 Review with the client the services that can be provided and those that would be better provided by another adviser or service</p> <p>2.3 Provide the client with information on alternative services</p> <p>2.4 Provide the client with information on the referral processes and procedures</p> <p>2.5 Confirm the client's agreement to the referral</p> <p>2.6 Confirm the acceptance of the referral by the other adviser or service</p> <p>2.7 Confirm any referral follow up procedures with the client</p> <p>2.8 Follow all organisational, legal and ethical requirements during the referral process</p> <p>2.9 Record details of the referral process in line with organisational procedures</p>	
3. Be able to accept client referrals from other agencies	<p>3.1 Review the needs of the referred client against own service provision</p>	

	<p>3.2 Compare own organisation's and the referring organisation's referral procedures</p> <p>3.3 Confirm acceptance of the referral and any follow-up procedures with the referring organisation</p> <p>3.4 Follow all organisational, legal and ethical requirements during the referral process</p> <p>3.5 Record details of the referral process in line with organisational procedures</p>	AC3.4 will include the requirements for making and accepting referrals
4. Be able to review the effectiveness of the referral process	<p>4.1 Evaluate the effectiveness of own organisation's referral process</p> <p>4.2 Review with the client their experience of the referral process</p> <p>4.3 Review with other services the effectiveness of the referral process</p> <p>4.4 Identify areas where improvements could be made to the referral process</p> <p>4.5 Record the outcome of the review and details of any possible improvements to the referral process</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about identifying whether the learner can meet the needs of clients or whether they should be referred to another adviser or service. It may involve setting up referral procedures and also receiving referrals from other services.	

Assessment requirements or guidance specified by a sector or regulatory body (if required)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	
--	---	--

Title	Providing legal information and advice using technology		
Level	3		
Credit value	3		
GLH	20		
Learning outcomes <i>The learner will:</i>	Assessment criteria <i>The learner can:</i>	Guidance	
1 Understand technology for providing legal information and advice remotely	1.1 Critically compare the different technologies available for providing legal information and advice remotely 1.2 Explain the reasons for providing legal information and advice remotely using technology 1.3 Evaluate the problems that could occur when using different technologies for providing legal information and advice 1.4 Explain how to overcome problems when using different technologies for providing legal information and advice 1.5 Summarise the requirements when using technology to provide legal information and advice to clients remotely 1.6 Explain the reasons for following requirements when using technology to provide legal information and advice to clients	Technologies could include the telephone and digital methods such as email, webchat AC1.5 will include legal and organisational requirements, but may also include others that are relevant to different technologies	

	<p>1.7 Explain ways of making clients feel welcome and sustaining contact when using technology</p> <p>1.8 Explain why it is important for clients to recognise the value of their anonymity when receiving legal information and advice remotely using technology</p> <p>1.9 Explain how to manage remote interactions when clients show signs of increased stress</p> <p>1.10 Explain actions to take in situations when it might be disadvantageous or dangerous to clients to end remote interactions</p>	
<p>2 Be able to respond to client queries when using technology</p>	<p>2.1 Respond to clients in a way that encourages them to continue with the remote interaction</p> <p>2.2 Review client needs and expectations from remote interactions</p> <p>2.3 Provide information on the services the organisation can provide</p> <p>2.4 Identify any potential risks or dangers facing clients</p> <p>2.5 Provide information to clients that will minimise any risks</p> <p>2.6 Respond to clients' immediate needs throughout remote interactions</p> <p>2.7 Manage remote interactions to reduce signs of increased client stress</p> <p>2.8 Follow requirements when using technology to provide legal information and advice to clients remotely</p>	<p>AC2.8 will include legal and organisational requirements, but may also include others that are relevant to different technologies</p>

3 Be able to end remote interactions with clients	<p>3.1 Explain why it is important to give clear information to clients on why/when remote interactions will be ended</p> <p>3.2 Provide clients with information on any further actions that could be taken by them or the organisation</p> <p>3.3 Identify when it might be disadvantageous or dangerous to clients to end remote interactions</p> <p>3.4 Follow requirements when using technology to provide legal information and advice to clients remotely</p>	AC3.4 will include legal and organisational requirements, but may also include others that are relevant to different technologies
Additional information about the unit		
Unit aim(s)	This unit is about providing legal information and advice using different technologies. These will vary according to the service and situation but may include the telephone and digital methods such as webchat, email.	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	N/A	
Assessment requirements specified by a sector or regulatory body (if appropriate)	The practical aspects of this unit must be assessed in the workplace. This can be assessment by an assessor or through testimony provided by an expert witness, in line with SFJ Awards' assessment strategy.	

Optional Group C

Title	Providing initial legal advice in housing law		
Level	3		
Credit value	4		
GLH	30		
Learning outcomes: <i>The learner will</i>	Assessment criteria: <i>The learner can</i>	Guidance	
1. Understand the legislative framework relating to housing	1.1 Explain the key principles of the legislative framework relating to types of tenure 1.2 Explain the implications of the legislative framework relating to types of tenure 1.3 Explain the legislation relating to housing standards as they apply to tenants 1.4 Analyse the implications of environmental and health and safety requirements in relation to housing 1.5 Analyse the powers and duties of authorities relating to the enforcement of housing standards	AC 1.3 should include terms of tenancy agreements relating to disrepair	

<p>2. Understand how to advise clients on their rights and options relating to statutory and non-statutory housing provision</p>	<p>2.1 Analyse the eligibility criteria for statutory housing</p> <p>2.2 Explain how to help clients to complete applications for statutory housing</p> <p>2.3 Explain the legal rights of clients in relation to statutory housing provision</p> <p>2.4 Evaluate the housing options available to clients based on their circumstances and eligibility</p>	<p>AC2.3 should include for example:</p> <ul style="list-style-type: none"> • the right to a written decision • time limits for challenge
<p>3. Understand the rights and entitlements of tenants</p>	<p>3.1 Explain the rights and entitlements of clients in relation to harassment or illegal eviction by the landlord</p> <p>3.2 Analyse the rights and entitlements of clients in terms of security of tenure in relation to harassment, discrimination and eviction</p> <p>3.3 Explain the role of statutory enforcement bodies responsible for dealing with discrimination issues relating to housing</p> <p>3.4 Analyse the legal remedies open to clients in relation to discrimination in housing</p>	
<p>4. Understand the services available to homeless people</p>	<p>4.1 Explain the criteria for homelessness</p> <p>4.2 Analyse accommodation options available to homeless people</p> <p>4.3 Explain the statutory support and decision-making processes available to homeless people</p>	

	4.4 Evaluate the local arrangements for access to, and eligibility for, accommodation for homeless people	
5. Understand the benefits system relating to housing	<p>5.1 Explain the benefits, in addition to housing benefit, that can affect a client's ability to access and retain housing</p> <p>5.2 Explain the importance of a client maximising income</p> <p>5.3 Explain how maximising income can impact on a client's housing</p>	
6. Understand the procedures for possession in social and private housing	<p>6.1 Explain the legal possession procedures open to landlords</p> <p>6.2 Summarise the legal possession procedures that are open to the mortgage or secured loan provider</p> <p>6.3 Explain how to recognise notice/possession orders/warrants</p> <p>6.4 Analyse the implications of notice/possession orders/warrants for clients</p>	
7. Understand the complaints procedure available to clients in relation to housing	<p>7.1 Explain the complaints procedure available to clients</p> <p>7.2 Explain the role of the Ombudsman in relation to housing complaints</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about the knowledge and understanding required to provide initial information and advice on housing law to clients.	

Assessment requirements or guidance specified by a sector or regulatory body (if required)	This unit should be assessed through a formal assessment of knowledge. The learner should refer to the legislative framework relating to housing which applies in their country.	
--	--	--

Title	Providing initial employment legal information and advice		
Level	3		
Credit value	4		
GLH	30		
Learning outcomes:	Assessment criteria:		
<i>The learner will</i>	<i>The learner can</i>		
1. Understand the legal framework relating to employment status	1.1 Summarise the legislation relating to employment status	1.2 Analyse the categories of employment status	1.3 Explain the tests to determine the categories of employment
2. Understand the statutory rights determined by employment status	2.1 Explain the main statutory rights determined by employment status	2.2 Analyse the specific rights protecting different clients or client groups	2.3 Assess the difference between statutory and contractual rights in employment
	2.4 Assess the sources of evidence for contractual terms	2.5 Analyse the main contractual issues at work	2.6 Explain the tests for discrimination in employment
	2.7 Analyse the eligibility criteria for different forms of dismissal		

	<p>2.8 Explain the main statutory rights on termination of employment</p> <p>2.9 Explain how to draft straightforward documentation in support of simple cases</p>	
3. Understand the key statutory procedures relating to employment	<p>3.1 Explain the use of mediation procedures for cases of grievance, discipline and dismissal</p> <p>3.2 Assess the opportunities for the use of alternative dispute resolution</p> <p>3.3 Analyse the different forms of employment proceedings, their jurisdictions and time limits</p> <p>3.4 Analyse the potential outcomes from the available options for redress</p> <p>3.5 Analyse the sources of funding and external resources available for consultancy or referral</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about providing initial information and advice in the area of employment law including the rights and responsibilities of employers and their employees.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	This unit should be assessed through a formal assessment of knowledge. The learner should refer to the legal framework for employment which applies in their country.	

Title	Providing initial legal advice in consumer law	
Level	3	
Credit value	4	
GLH	30	
Learning outcomes: <i>The learner will</i>	Assessment criteria: <i>The learner can</i>	Guidance
1. Understand the legislative framework relating to consumer and contract law	1.1 Explain the key principles of the legislative framework relating to consumer and contract law 1.2 Explain where and how to access more detail on consumer and contract legislation 1.3 Analyse the differences between goods and services 1.4 Explain the common elements of contract law	
2. Understand statutory rights and remedies relating to consumer and contract law	2.1 Explain the statutory rights and remedies available to clients under consumer and contract legislation 2.2 Explain how to identify when cancellation rights apply to distance contracts or contracts concluded in the home 2.3 Summarise the actions required to cancel distance contracts or contracts concluded in the home 2.4 Analyse the criminal and regulatory issues within the provision of goods, services and credit 2.5 Explain the role of national and local consumer organisations and agencies	AC2.2 and 2.3 Distance contracts include those made over the phone, online or from a catalogue

	2.6 Explain what national and local consumer organisations and agencies can do to advise and support clients	
3. Understand the actions that are open to clients in relation to disputes of consumer and contract law	<p>3.1 Explain the key aspects of arbitration and alternative dispute resolution schemes</p> <p>3.2 Explain the processes and procedures relating to small claims proceedings</p> <p>3.3 Analyse what is meant by unfair trading practices</p> <p>3.4 Explain how unfair trading practices can be challenged</p> <p>3.5 Explain why it is important to recognise the different kinds of transaction and the consumer and contract law which applies to them</p>	AC3.1 should include the time limits
Additional information about the unit		
Unit purpose and aim(s)	This unit is about the knowledge and understanding required to provide initial information and advice on consumer law. This includes the legal framework, rights and remedies under contract and consumer law and actions available to clients in the event of disputes.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	This unit should be assessed through a formal assessment of knowledge. The learner should refer to the legal framework for consumer and contract law which applies in their country.	

Title	Providing initial legal advice in welfare rights	
Level	3	
Credit value	4	
GLH	30	
Learning outcomes: <i>The learner will</i>	Assessment criteria: <i>The learner can</i>	Guidance
1. Understand the legislative framework relating to welfare rights and benefits	1.1 Explain the key principles of the legislative framework relating to welfare benefits 1.2 Explain where and how to access more detail on legislation relating to welfare benefits 1.3 Explain the responsibilities of the adviser if it is suspected that a client is claiming fraudulently or intends to claim fraudulently 1.4 Analyse the actions that are open to benefit agencies in relation to customer fraud 1.5 Explain the framework of appeals procedures 1.6 Explain the options for challenging welfare benefits decisions	AC1.6 should include timescales
2. Understand benefit eligibility and entitlement	2.1 Summarise the structure of the welfare benefit system 2.2 Explain how passporting of benefits works 2.3 Explain how the passporting of benefits can increase a client's benefit entitlement	In AC2.4 the learner should provide an example that covers the payment of a contributory benefit (e.g. state pension) and non-contributory benefit (e.g. carers allowance) for overlapping benefits, and two contributory benefits for incompatible benefits e.g. state

	<p>2.4 Explain how the payment of ‘overlapping benefits’ and ‘incompatible benefits’ are managed</p> <p>2.5 Explain eligibility criteria that are used for benefits</p> <p>2.6 Explain how benefits apply to client groups</p> <p>2.7 Analyse how entitlement may be affected by a client’s circumstances</p> <p>2.8 Explain how to identify the effect of changes to a client’s circumstances on their benefit entitlement</p> <p>2.9 Explain how to calculate benefit entitlement for different clients with different circumstances</p> <p>2.10 Analyse the benefits that are under-claimed in relation to clients’ circumstances</p>	<p>pension and contributions-based Job Seekers Allowance</p> <p>In AC2.5 and AC2.6 it is recommended that learners focus on those benefits which are most relevant to their role</p>
<p>3. Understand how to make benefit claims</p>	<p>3.1 Explain the nature of agencies nationally and locally who may be involved with the administration of welfare benefits</p> <p>3.2 Summarise the processes and procedures for applying for benefits to different agencies</p> <p>3.3 Summarise the common rules for time limits for making applications to different agencies</p> <p>3.4 Explain situations when backdating of benefit claims may apply</p> <p>3.5 Explain how to recognise cases where benefits have been incorrectly calculated</p>	<p>In AC3.2 it is recommended that learners focus on those benefits which are most relevant to their role. However learners must select different categories of benefits which are administered by different agencies e.g. Universal credit and Personal independence payment</p>
<p>4. Understand maximising benefits income</p>	<p>4.1 Explain the range of options for maximising benefit income</p>	

	<p>4.2 Analyse alternative or additional sources of financial assistance that may be accessed by clients</p> <p>4.3 Explain the local support services and any other concessions that may be available to different categories of clients</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about the knowledge and understanding required to provide initial information and advice on welfare rights and benefits to clients.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	This unit should be assessed through a formal assessment of knowledge. The learner should refer to the legislative framework for welfare rights which applies in their country.	

Title	Providing initial advice on family law		
Level	3		
Credit value	4		
GLH	30		
Learning outcomes:	Assessment criteria:	Guidance	
<i>The learner will</i>	<i>The learner can</i>		
1. Understand the legislative framework relating to partnerships	1.1 Explain the legislative framework and grounds for divorce and dissolution of civil partnership 1.2 Explain the legislative framework relating to couples who are not married 1.3 Analyse the rights and obligations of different categories of relationship 1.4 Summarise the alternatives to court proceedings 1.5 Explain how alternatives to court proceedings can be accessed		
2. Understand the legislative framework relating to children in public and private law proceedings	2.1 Explain the main legislation concerning private law proceedings relating to children 2.2 Explain the framework of public law legislation relating to children 2.3 Explain the statutory obligations and powers of local authorities and other relevant agencies that may affect clients or their children		

	<p>2.4 Explain the impact of child or parent disability on looked after children</p> <p>2.5 Analyse the role of lay advocates</p> <p>2.6 Explain how lay advocates can be accessed</p>	
3. Understand the documentation relating to divorce and separation	<p>3.1 Explain the documentation required in divorce and separation proceedings</p> <p>3.2 Explain the time limits that apply to the completion and submission of documents relating to divorce and separation</p>	
4. Understand the effects of and responses to domestic abuse	<p>4.1 Analyse the effects that domestic abuse may have on clients</p> <p>4.2 Explain emergency situations that may arise as a result of domestic abuse</p> <p>4.3 Analyse places of safety that may be appropriate for families suffering from domestic abuse</p> <p>4.4 Explain the emergency actions that can be taken in cases of domestic abuse</p> <p>4.5 Explain police responsibility and criminal sanctions where a client cannot access civil remedies or places of safety</p>	
5. Understand the rights of children and families to access financial support	<p>5.1 Explain how to help clients to apply for child support</p> <p>5.2 Explain how to review child support decisions</p> <p>5.3 Explain how to progress applications for child support</p>	

	5.4 Analyse the relationship between child support and benefits or tax credits	
6. Understand the sources of and criteria for public funding in family cases	6.1 Explain the criteria relating to the provision of public funding for divorce or civil partnership dissolution 6.2 Explain how to access non-means/non-merits for care cases	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about the knowledge and understanding required to provide clients with information and advice at the point of initial contact with the service.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	This unit should be assessed through a formal assessment of knowledge. The learner should refer to the legislative framework for family law which applies in their country.	

Title	Providing initial money and debt legal advice		
Level	3		
Credit value	4		
GLH	30		
Learning outcomes:	Assessment criteria:	Guidance	
<i>The learner will</i>	<i>The learner can</i>		
1. Understand the legislative framework, codes of practice and official guidelines relating to consumer credit and debt	1.1 Explain the legislative framework relating to consumer credit and debt 1.2 Summarise codes of practice and official guidelines relating to consumer credit and debt 1.3 Summarise the information which should be contained within credit agreements	AC1.2 includes: <ul style="list-style-type: none"> • credit arrears management • debt recovery • repossession • fair treatment of customers • debt management 	
2. Understand how to establish clients' full financial circumstances	2.1 Explain the information that should be identified at the initial interview with clients 2.2 Explain why it is important to establish clients' full financial circumstances 2.3 Explain the key components of a statement of income and expenditure 2.4 Explain why it is important to prepare a statement of income and expenditure with clients 2.5 Analyse the differences between personal debt and business debt	AC2.1 will include at what stage the client is on the timeline of action with any creditor(s) AC2.2 will include the client's current level of income and expenditure AC2.6 includes identifying: <ul style="list-style-type: none"> • if debts are priority or non- priority • possible actions that each creditor can take • individual creditor's policies on recovering debts and 	

	<p>2.6 Explain the importance of establishing details about client's creditors in order to offer a range of options</p> <p>2.7 Explain actions to take at the initial interview</p> <p>2.8 Analyse the implications of the actions taken at the initial interview</p>	<p>enforcement and preferred outcomes</p> <ul style="list-style-type: none"> • methods of income maximisation • liability of the client to pay and possible implications for them
3. Understand emergency debt situations for clients	<p>3.1 Analyse what could constitute an emergency debt situation for clients</p> <p>3.2 Explain the actions that should be taken in response to different emergency debt situations</p>	
4. Understand client income and expenditure, and debt prioritisation	<p>4.1 Explain why it is important for clients to maximise their income and reduce their expenditure</p> <p>4.2 Analyse ways of maximising client income and reducing expenditure</p> <p>4.3 Explain how to prioritise debts in terms of creditor sanction and client need</p>	
5. Understand the options available to clients in response to debt	<p>5.1 Analyse the options available in response to debt</p> <p>5.2 Summarise the processes involved in each of the options available in response to debt</p> <p>5.3 Explain the possible consequences and limitations of the different options available in response to debt</p> <p>5.4 Analyse the importance of opening and continuing negotiations with creditors</p>	<p>AC 5.1: Options cover both formal insolvency and informal arrangements</p> <p>AC 5.2: Processes include:</p> <ul style="list-style-type: none"> • application to court or Debt Relief Order unit for formal insolvency arrangement. • direct negotiation with creditors • application to court to formalise arrangement with creditors and

	<p>5.5 Summarise ways of opening and continuing negotiations with creditors</p> <p>5.6 Analyse when it is appropriate to advise clients to seek more specialist money and debt advice</p>	<p>reduce likelihood of enforcement action</p> <p>AC 5.3 involves acting in the client's best interests and includes:</p> <ul style="list-style-type: none"> • impact on credit rating, property, any joint debtors and ability to perform professional role • affordability • consideration if enforcement action can still be taken on some or all the debts <p>AC 5.4 includes reference to:</p> <ul style="list-style-type: none"> • regulation and guidance for creditors that require them to treat customers fairly • suspending enforcement action for a reasonable period of time if the client or their agent is developing a repayment plan <p>AC 5.5 includes clients:</p> <ul style="list-style-type: none"> • negotiating with creditors themselves • using statements generated by a debt adviser themselves, or • requesting a debt adviser to act on their behalf
--	---	--

		<p>AC 5.6 must include details of why any examples provided are not appropriate to be discussed at adviser level. Examples where more specialist advice is required include:</p> <ul style="list-style-type: none"> • formal insolvency procedures • informal arrangements • equity release products and extending the term of a secured loan or mortgage
6. Understand banking for clients in debt	<p>6.1 Analyse the banking options available to clients in debt</p> <p>6.3 Explain how to exercise first right of appropriation</p> <p>6.4 Critically compare payment methods that can be adopted by clients to maintain their chosen options in response to debt</p>	
7. Understand the use of credit reference file information in relation to debt	<p>7.1 Explain how to use credit reference file information</p> <p>7.2 Analyse the implications for making credit reference report requests when considering the options available in response to debt</p>	
8. Understand the processes of debt recovery and defences for debt	<p>8.1 Explain the procedures for debt recovery through the courts</p> <p>8.2 Explain the consequences of non-compliance with debt recovery procedures</p> <p>8.3 Evaluate the possible defences in relation to debt</p>	

9. Understand fraudulent activity relating to debt	<p>9.1 Explain how to recognise when clients may have committed fraud relating to their debts</p> <p>9.2 Summarise the steps to take if clients may have committed fraud relating to their debts</p>	
Additional information about the unit		
Unit purpose and aim(s)	This unit is about the knowledge and understanding required to provide clients with initial information and advice on money and debt. It also covers how to decide whether a client needs to be referred to an alternative or more specialist source of advice.	
Assessment requirements or guidance specified by a sector or regulatory body (if required)	This unit should be assessed through a formal assessment of knowledge. The learner should refer to the legislative framework for consumer credit and debt which applies in their country.	

7 Level Descriptors²

Level	Knowledge Descriptor (the learner...)	Skills Descriptor (the learner can...)
2	<p>Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.</p> <p>Can interpret relevant information and ideas.</p> <p>Is aware of a range of information that is relevant to the area of study or work.</p>	<p>Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.</p> <p>Identify, gather and use relevant information to inform actions.</p> <p>Identify how effective actions have been.</p>
3	<p>Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine.</p> <p>Can interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of the area of study or work.</p> <p>Is aware of different perspectives or approaches within the area of study or work.</p>	<p>Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p>

² Qualification and Component Levels: Requirements and Guidance for All Awarding Organisations and All Qualifications, Ofqual 2015

8 Total Qualification Time (TQT)

Total Qualification Time comprises of the following two elements.³

- (a) The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- (b) An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

³ Total Qualification Time criteria, Ofqual September 2015
<https://www.gov.uk/government/publications/total-qualification-time-criteria>