



IOP Professional Paralegal Competency Standards

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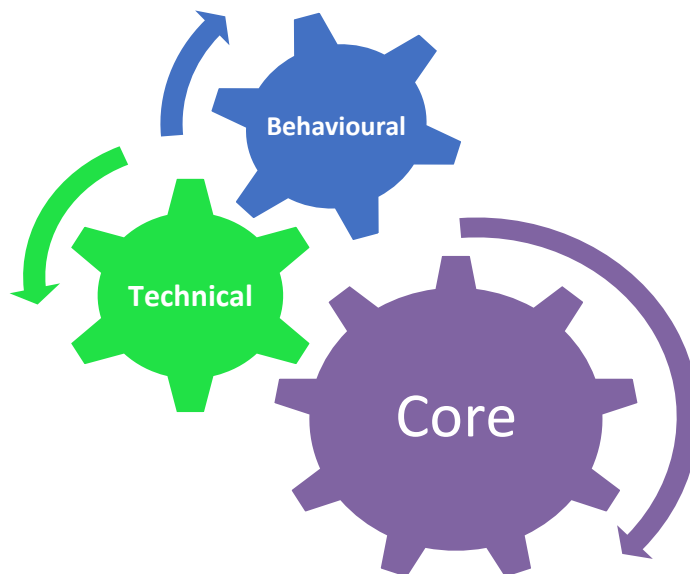
Professional Competency Standards

These standards have been produced to assist Paralegals, employers and other stakeholders, to define the essential competencies a Paralegal is required to achieve in order to successfully carry out professional work.

The standards included in this document are not intended to be exhaustive as there are many diverse job roles undertaken by Paralegals in a variety of sectors where specialist knowledge may be required.

These standards reflect proficiency mapped to a Tier 2 Paralegal or above on the Professional Paralegal Register and the Associate or above membership grade of the IoP. They have also been mapped to the National Occupational Standards for Legal Services.

Professional Competency standards are made up of three elements as highlighted below:



Core Competencies

At the centre of Paralegal Practice, is our consumers. The competencies required to deal with legal matters include the ability to draft documents; research; preparation of files; undertake advocacy and more besides.

Technical Competencies

Paralegals must have the skills and knowledge to fulfil the needs of their clients, whether they are consumers, other businesses, local authorities or law firms. The paralegal role requires the ability to practice law and it does not matter whether the Paralegal charges for services, provides services on a pro-bono or voluntary basis, or whether the services are to be paid by an employer.

Technical competencies encompass both law and procedure. Paralegals need to be competent in the area of law that they practice. This may involve two or three areas of law or just one.

Behavioural Competencies

This is often referred to as professional conduct, i.e. The way in which a paralegal deals with their clients. This includes client relations, professional conduct and continuing professional development.

How to use these standards

These standards are copyright of the Institute of Paralegals, however they may be used by companies, educational establishments and training providers who wish to seek 'Approved' status for their qualifications, modules, learning or training programmes, in assessing whether their courses map sufficiently to these standards. Please see a summary of these standards in the Academic and Vocational Approved Guidance document for further information.

These standards are also useful for those seeking to enter the profession or those wishing to enhance their professional standing through progression of the IoP membership status and/or progression on their Tier status on the PPR.

Readers of these standards should be aware that there are many other relevant standards that could, or should, be applied in the training of Paralegals dependant on their specific job role.

These standards set out three levels that a practising Paralegal should attain from entry into the profession to fully qualified Paralegal Practitioner. You will see in the standards that as there is significant overlap between Accomplished and Expert Practitioners below, these have been amalgamated into one Level 3/4.

Paralegals that are working in a Solicitor's office should be aware that they are bound by the professional standards of the SRA and should refer to those standards if in doubt.

Competency Levels

Competency Level	Definition	Knowledge	Application	IoP	PPR
Expert Practitioner 4	The highest level of knowledge and application - Expert	Expert	Constant		Tier 4
Accomplished Practitioner 3	An Advanced degree of knowledge and consistent application	Master	Constant		Tier 3
Competent Practitioner 2	Full knowledge with experience and application	Full	Regular		Tier 2
Novice 1	Limited or no knowledge or experience – potential to develop	Some	Limited		Tier 1

Core Competencies

Core competencies are defined as follows:

- C1 Communication
- C2 Workload Management
- C3 Draft Legal documents
- C4 Prepare files for legal matters
- C5 Research
- C6 Manage Legal Cases
- C7 Conclude legal matters

Technical Competencies

Technical competencies include:

- T1 Advocacy
- T2 Plan and cost legal work
- T3 Application of legal expertise

Behavioural Competencies

Behavioural competencies include:

- B1 Client Relations
- B2 Professional Conduct
- B3 Self-awareness and development
- B4 Comply with legal, organisational and Regulatory requirements in the provision of legal services

Core Competency 1: Communication

IoP STANDARDS

You should be able to:

- A Establish Communication with clients, minimising the effect of any difficulties established
- B Communicate clearly, concisely and accurately
- C Introduce clients to the services you offer
- D Advise clients regarding the nature of confidentiality

Performance Criteria	Level 1	Level 2	Level 3/4
P1-C1 Identify the outcome you wish to achieve	Identifies/researches the nature of the problem	Prepares a pre-interview checklist	Considers/manages related issues
P2-C1 Provide clients with appropriate time to explain their needs	Allocates basic interview time	Identifies information needed via interview checklist	Manages time effectively
P3-C1 Communicate in a clear, concise and logical way	Able to ask clear questions and record accurate answers	Conducts interview with open and closed questions and makes a record	Manages difficult clients effectively
P4-C1 Take appropriate action to minimise the effect of any difficulties with communication	Identify issues such as language barriers	Pre-empt issues and makes arrangements prior to the interview commencing	Manages issues as they arise and minimises the effect through immediate action
P5-C1 Adopt a courteous and professional tone	Uses a professional tone	Engages courteously and professionally in difficult situations	Manages conflict whilst maintaining professionalism
P6-C1 Introduce clients to your services in a suitable way	Identify services that are suitable for the client	Explain services in detail	Manages clients' expectations effectively
P7-C1 Advise Clients on confidentiality	Recognises the requirement to discuss confidentiality	Explains the scope of Confidentiality	Manages the scope of Confidentiality
P8-C1 Take immediate action where necessary	Identifies the need for immediate action and seeks help	Understands the options available to take action	Manages the actions to be taken

Core Competency 2: Workload Management

IoP STANDARDS

You should be able to:

- A Plan and Prioritise work
- B Use Time Management effectively
- C Adapt work-plans in line with prioritising

Performance Criteria	Level 1	Level 2	Level 3/4
P1-C2 Plan and prioritise your work according to urgency in line with objectives and deadlines	Identifies the need for a work-plan	Effectively prioritises work in accordance with objectives and timescales	Manages related issues. Manages work/department/organisation to meet objectives
P2-C2 Make sure all necessary resources are available.	Identifies necessary resources	Efficiently gathers all required resources	Manages resources
P3-C2 Set realistic timescales, re-prioritising other work as necessary	Identify the need to prioritise work and set timescales	Effectively sets timescales for work and evaluates regularly	Manages workload of team/department
P4-C2 Record work done as necessary for compliance, billing and file management purposes	Identify the need for compliance, accurate record keeping	Accurately records work for compliance	Manages compliance for organisation/department
P5-C2 Liaise with and update your manager or others who contribute to your work	Identifies colleagues that must be updated	Effectively updates all colleagues	Manages relationships and work teams
P6-C2 Meet deadlines, adapt work plans in line with priorities, giving warning to the client or appropriate person in your organisation	Identify appropriate deadlines	Prepare work-plans for time-management to ensure deadlines are met	Manages workloads and addresses time-management issues
P7-C2 Review and reflect on the outcomes of your work-plans	Recognises the requirement to discuss confidentiality	Able to explain and evaluate work-plans and their effectiveness	Manages the scope of the work-plans and monitors effectiveness

P8-C2 Delegate work effectively where possible

Identifies the need for assistance or advice

Delegates work appropriately

Manages the actions to be taken when work is delegated

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Core Competency 3: Writing and Drafting

IoP STANDARDS

You should be able to:

- A Know the documents commonly used
- B Draft legal documents accurately using straightforward language
- C Use precedents correctly

Performance Criteria	Level 1	Level 2	Level 3/4
P1-C3 You can draft letters and documents commonly used by paralegals in practice areas	Able to draft basic letters and documents	Prepare a range of legal documents	Accurately drafts professional documents
P2-C3 Identify the purpose, format and content of the legal document to be drafted	Identifies the correct legal document required	Knows the correct format	Manages the range of documents used in the organisation/department
P3-C3 Be able to use precedents and relevant information to draft the legal document	Identify when a precedent should be used	Proficient at using precedents	Manages the use of precedents within the organisation
P4-C3 Be able to draft the legal document in a form and structure appropriate to the parties using straightforward language in line with legal, organisational and regulatory requirements	Identifies the appropriate form of structure for a particular document	Prepares accurate/draft documents	Accurately drafts professional documents
P5-C3 Be able to critically review and edit the draft legal documents to ensure that any corrections are made to P5.1 Spelling, P5.2 Grammar, P5.3 Syntax, P5.4 Punctuation	Identify the need to review draft documents	Effective at reviewing and editing draft documents	Manages the review of complex documents
P6-C3 Submit the final document within agreed timescales	Identify how and to whom the document is to be submitted	Submit final documents in a timely manner	Evaluate and sign-off documents

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Core Competency 4: Prepare Files for Legal matters

IoP STANDARDS

You should be able to:

- A Prepare files for legal matters
- B Submit files for legal matters

Performance Criteria	Level 1	Level 2	Level 3/4
P1-C4 Review the current status of legal matters	Reads/researches the nature of the legal matter	Review accurately the status of files	Manage files of department/team
P2-C4 Address all relevant issues with legal matters	Identifies relevant issues from files	Address relevant issues in a timely manner	Advise on relevant issues
P3-C4 Accurately record, retain and disclose material	Able to record information and understand what and to whom information can be disclosed	Know how to record and retain material and the rules for disclosure	Manage recording and disclosure procedures
P4-C4 Document all decisions and actions	Identify the need to document decisions and actions	Accurately document decisions and actions	Manage the documents of decisions and actions
P5-C4 Present files for legal matters ethically, promptly, logically and acting in the clients' best interests	Be aware of ethical considerations and the need to act in the client's best interest	Present files in a legal manner ensuring professional standards are met	Manage file preparation of ethical and conduct issues
P6-C4 Submit all files promptly to the relevant parties	Understand the procedure for submitting files	Efficiently submit files to relevant parties	Manage the submission of files for a department/team
P7-C4 Take the necessary remedial action with files for legal matters where documentation or actions have not been completed correctly	Understand the need to check that documentation or actions have been completed correctly	Evaluate files to ensure documentation and actions have been executed correctly	Manage situations where errors and/or omissions have been identified

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Core Competency 5: Practical Legal Research

IoP STANDARDS

You should be able to:

- A Confirm the client's needs
- B Research legal information and advice

Performance Criteria	Level 1	Level 2	Level 3/4
P1-C5 Identify from the client, the information needed and for what purpose	Understands the importance of gaining clear instructions	Conducts interview with care and skill to obtain clear instructions	Manage interview procedures
P2-C5 Access legal and procedural information about your area of practice to meet clients' needs	Identify the methods available to access information	Competently carry out relevant research	Proficient at advanced research
P3-C5 Establish if there is a deadline for providing information or advice and meet it	Understand the need to establish deadlines	Identifies key information needed via interview	Management of staff time
P4-C5 Record research findings citing sources, conclusions and present in a format most suitable for the intended recipient	Understand how to record findings in a basic format	Accurately records information and findings in a suitable, professional format	Manage department/organisation's procedures for recording findings
P5-C5 Comply with all relevant legislation including: P5.1 Codes of Practice P5.2 Guidelines P5.3 Ethical requirements P5.4 Conflicts of interest	Identify the relevant legislation and codes of practice	Knows and compiles with all relevant legislation and professional conduct rules	Manage the department/organisation's compliance with relevant legislation and codes of practice

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Core Competency 6: Establish Case Files

IoP STANDARDS

You should be able to:

- A Establish case files
- B Progressing a case
- C Closing case files

Performance Criteria	Level 1	Level 2	Level 3/4
P1-C6 Open client case files in line with organisational requirements	Understand the information needed to open a client file	Knows the procedure to open client case files	Manages the procedures for opening client case files
P2-C6 Determine the method of funding cases or other cost implications	Identify issues relating to funding costs	Know the applicable funding rules and be able to explain cost issues	Knows and can explain in detail the funding rules in order to explain cost issues
P3-C6 Explain to clients the organisational systems and procedures for managing cases	Able to provide basic knowledge of case management	Prepare client-care letter	Manages the preparation of client-care letters
P4-C6 Record client details and agreed actions	Identify the need to record client information	Accurately maintain client file with relevant information	Manages the accuracy of client files
P5-C6 Progress agreed actions on behalf of clients and brief other individuals required to progress cases with details and responsibilities	Identify the actions required and tell individuals who need to be informed	Knows the procedures for self and others to progress the case	Manage agreed actions, communicating effectively with others
P6-C6 Inform clients about progress against milestones and outcomes	Understand the purpose of keeping the client informed	Liaise with the client on progress in a professional manner	Manage the procedure for supplying progress updates
P7-C6 Maintain case files to ensure they are accurate and up to date in line with organisation requirements	Access files and make basic information updates	Accurately maintains files	Manage case file preparation to ensure accuracy and compliance with legal and regulatory requirements
P8-C6 Inform clients about actions they can take to progress cases towards closure in line with organisational requirements	Understand the ways in which clients should be informed of actions in order to progress the case	Know actions that can be taken to close a case	Manage the actions that are required to close a case

P9-C6 Explain reasons and procedures for closing cases to clients

Identify the range of reasons and procedures to close cases

Explain to clients why a case is to be closed and the procedure for doing so

Manage the procedures for closing cases

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Core Competency 7: Conclude Legal Matters

IoP STANDARDS

You should be able to:

- A Reviewing work to conclude a legal matter
- B Communicating the outcome to the appropriate party
- C Closing a file

Performance Criteria	Level 1	Level 2	Level 3/4
P1-C7 Review all work in preparation to conclude legal matters	Review own work to ensure it is accurate	Reviews and supports staff work to effectively conclude legal matters	Review own and others work and manages the effective conclusion of legal matters of department/organisation
P2-C7 Identify the outcomes for the relevant parties	Identify a range of likely outcomes for parties	Identify and explain the relevant and actual outcomes for clients	Explain in depth the outcomes to clients
P3-C7 Assess the impact of the outcomes for the relevant parties and how these should be communicated	Consider the likely impact of a range of likely outcomes	Analyse the impact of the outcomes and communicate these in an appropriate manner	Critically analyse the outcomes and the methods of communication to clients
P4-C7 Prepare appropriate communication for relevant parties	Able to draft basic letters for clients	Drafts appropriate communications efficiently and effectively	Produces professional communications for relevant parties
P5-C7 Communicate the outcomes and the implications for the relevant parties	Identify the need to communicate effectively and appropriately	Communicate outcomes in a professional manner	Communicates with the highest degree of professionalism
P6-C7 Close and archive the legal matter, identifying any legal matter that should be destroyed	Able to identify when and how a matter should be closed or archived	Know how to close and archive a legal matter in accordance with relevant legal and ethical guidelines	Closes legal matters in accordance with regulatory requirements

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Technical Competency 1: Advocacy

IoP STANDARDS

You should be able to:

- A Prepare for Advocacy
- B Develop a case presentation strategy incorporating your client's goals
- C Understand basic evidential rules
- D Make an effective and persuasive submission

Performance Criteria	Level 1	Level 2	Level 3/4
P1-T1 Review all relevant documentation and clarify with individuals any additional information that might be required	Identifies and reviews documentation identifying additional information required	Analyses documents and identifies the need for further information	Critically analyses documents in very complex cases and identifies further information required
P2-T1 Analyse a routine matter and assess the strengths and weaknesses of each party's case including, where appropriate, the opponent's evidence	Identifies the basic strengths and weaknesses of a routine case	Efficiently analyses a complex matter assessing the strengths and weaknesses of the matter	Critically analyse a complex matter, the strength and weaknesses and the evidence
P3-T1 Identify any errors or contradictions in the information	Identifies basic errors in information	Identifies all errors and contradictions in information	Analyses contradictions in information
P4-T1 Identify clearly the issues	Identify the key issues in a basic matter	Identifies the key issues clearly in a complex matter	Clearly identifies the whole range of issues in a coherent way
P5-T1 Prepare a case summary for presentation to a court, tribunal or other forum, ensuring oral and written presentations are clear and effective	Prepares a draft case summary for review	Prepares case summaries for court or other forums	Prepares case summaries for complex cases with clarity
P6-T1 Assist in preparing cases for trial	Assists in collating documents for trial	Prepares case for trial	Assists counsel or other senior colleagues with case preparation

P7-T1 Demonstrate an understanding of the purpose, techniques and tactics of examination, cross-examination and re-examination to adduce, rebut and clarify evidence	An awareness of the process of examination of evidence in court	Explains the purpose and procedures of examination, cross examination and re-examining the evidence	Applies the techniques of examination, cross examination and re-examining evidence to advise
P8-T1 Formulate a coherent submission based upon facts, general principles and legal authority in a structured, concise and persuasive manner	Understand the structure and content of a submission	Produces a coherent submission based on facts	Expertly produces and delivers a submission in a persuasive manner
P9-T1 Comply with all relevant legislation, codes of practice, guidelines and ethical requirements	An awareness of relevant legislation, codes of practice and ethical requirements	Effectively complies with relevant legislation and codes of conduct	Manages compliance with codes of practice, ethical and professional standards

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Technical Competency 2: Plan, document and cost the legal work to be undertaken

IoP STANDARDS

You should be able to:

- A Identify and agree the work to be undertaken
- B Prepare a cost estimate

Performance Criteria	Level 1	Level 2	Level 3/4
P1-T2 Agree and/or clarify the legal matter to be addressed with the client	Prepare for the client interview by drafting an interview checklist	Carry out competent client interview and communicate effectively to the client	Explain and clarify the legal matter and any issues that arise from it to the client
P2-T2 Analyse the client's instructions to determine the work required to progress and conclude the legal matter	Analyse the client's instructions in a basic matter	Analyse the client's instructions in a complex matter and outline a work-plan	Critically analyse the client's instructions in a complex matter and manage other's work-plans
P3-T2 Prepare a source plan detailing all the work to be carried out to progress and conclude the legal matter	Prepare a resource plan for a basic matter	Prepare a resource plan for a complex matter in order to progress and conclude the matter	Manage resource plans to ensure matters are progressed and concluded
P4-T2 Prepare a cost estimate for the work to be carried out in accordance with legal, organisational and regulatory requirements	Prepare a cost estimate for a basic matter	Prepare accurate cost estimates	Prepares cost estimates and reviews department/firm estimates
P5-T2 Prepare a client letter outlining the planned work and the estimated costs to progress and conclude the legal matter	Prepare a draft client letter for review	Prepare an accurate, well-drafted client letter for review	Prepare accurate, professionally drafted client-care letters for review

<p>P6-T2 Provide the client-care letter in accordance with legal, organisational and regulatory requirements to:</p> <p>P6.1 peer/supervisor, where applicable, for review and approval. P6.2 the client for review and approval to carry out the work</p>	<p>Prepare a draft client-care letter for a peer/supervisor</p>	<p>Prepare a client-care letter (for approval where appropriate)</p>	<p>Draft a professional client-care letter for a client</p>
<p>P7-T2 Record details of the provision of the client-care letter in accordance with legal, organisational and regulatory requirements</p>	<p>Make a record of the draft client-care letter</p>	<p>Make a record on the client's file of the client-care letter</p>	<p>Manage client-care files</p>

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Technical Competency 3: Application of Legal Expertise

IoP STANDARDS

You should be able to:

- A Ensure your knowledge of law and procedure is up to date in your chosen field.
- B Apply legal knowledge to a given problem.
- C Know your capabilities

Performance Criteria	Level 1	Level 2	Level 3/4
P1-T3 Know the law and procedure in your practice area	Knows the law and procedure in a specified area of law	Able to explain the law and procedure accurately to clients	Knows all relevant law and procedure
P2-T3 Apply your legal expertise to the matters you handle	Able to apply knowledge to basic problems	Able to apply legal expertise to complex problems	Manages the highest level of the application of law in the department/firm
P3-T3 Develop your knowledge of relevant law and procedure	Identify gaps in knowledge and actively seeks development	Actively complies with CPD requirements	Continually enhances knowledge beyond CPD requirements
P4-T3 Understand when it is appropriate to pass a matter to a more senior colleague	Identify the scope and effect of your knowledge and/or authority	Understands the limits of expertise and seeks guidance where appropriate	Recognises and acquires expert knowledge when necessary

Behavioural Competency 1 : Client Relations

IoP STANDARDS

You should be able to:

- A Assist clients to clarify their requirements
- B Identify a range of options and assist clients to choose a course of action
- C Act in an appropriate and professional manner and taking personal responsibility for client care in all your dealings with your clients

Performance Criteria	Level 1	Level 2	Level 3/4
P1-B1 Obtain background information about the client, their business (where relevant) and the issue they are consulting you on	Identifies the need to gain basic background information on the client	Prepare and use a checklist for interviews using open and closed questions to gain information required	Conduct interviews to gain information with multiple clients in complex matters
P2-B1 Confirm your client's requirements	Able to relay back to the client the information they have provided to you	Use techniques to ensure your understanding	Use a range of techniques appropriate to the nature of the client
P3-B1 Identify a range of suitable options to achieve your client's requirements	Identify through research a range of options to address the client's problem	Know the range of options available to your client	Evaluate a range of options to best achieve the client's requirements
P4-B1 Provide clear information to clients on options to include potential consequences	Identify the need to communicate effectively	Explain options to clients in a clear manner	Explain options to clients in complex matters in a clear manner
P5-B1 Ensure the client's understanding	Identify a range of techniques that can be used to ensure the client's understanding	Use techniques to ensure the client's understanding	Expertly use techniques to ensure the client's understanding
P6-B1 Assist clients to reach a decision on the most appropriate course of action	Understand the client must make a decision	Explain the pros and cons of each option	Assist clients to reach a decision in complex matters

P7-B1 Be receptive to client feedback and acknowledge it in a professional manner. As appropriate, respond to it or pass it on to an appropriate colleague.	Understand the need to act professionally and when and how it is appropriate to respond	Act professionally when receiving client feedback	Manage client feedback of yourself and others
P8-B1 Know your organisation's complaints procedure and discuss with your client	Understand the organisations complaints procedure	Explain complaints procedure in detail to clients	Know and evaluate the effectiveness of the complaints procedure and be able to discuss with clients

Behavioural Competency 2: Professional Conduct

IoP STANDARDS

You should be able to:

- A Identify and understand the requirements of the relevant codes of professional conduct
- B Act in accordance with the requirements of professional conduct
- C Use appropriate channels for raising concerns about misconduct or unethical behaviour

Performance Criteria	Level 1	Level 2	Level 3/4
P1-B2 Maintain your current knowledge of relevant professional codes of practice with regular updates	Identify the professional codes of practice that apply to your role	Know the relevant codes of practice	Analyse updates to codes of practice and be able to explain them
P2-B2 Act in a professional manner at all times	Identify the professional conduct standards that apply to your role	Provide services in a professional manner and adhering to the required professional standards	Acts in a professional manner in difficult or hostile matters
P3-B2 Provide a good standard of client care, exercising competence, skill and diligence	Identify the standard of client care required	Know the standard of client care required ensuring to exercise the competence required	Provides the highest level of skill and competence in complex matters
P4-B2 Maintain confidentiality	Identify the need for confidentiality	Adheres to all legal and regulatory requirements to maintain confidentiality	Manages the processes and procedures to maintain confidentiality
P5-B2 Demonstrate an understanding of the prohibition on acting where there is a conflict of interest	Understand the concept of conflict of interest	Knows the requirements for avoiding a conflict of interest amongst clients	Manages a conflicts register or similar
P6-B2 Understand your organisation's anti-money-laundering policies to the extent that they apply to your work	Understands the money laundering provisions	Knows the requirements of anti-money laundering policies	Manages the anti-money laundering policies

P7-B2 Know the limits of your authority and seek guidance when uncertain

Identify your own capability and seek guidance when required

Know your level of expertise and seek guidance/advice when necessary

Analyse the need to seek guidance or advice from other experts

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Behavioural Competency 3: Self-Awareness and Development

IoP STANDARDS

You should be able to:

A Evaluate your own practice

B Identify self-development needs

Performance Criteria	Level 1	Level 2	Level 3/4
P1-B3 Evaluate the strengths and weaknesses of your professional practice against targets	Identifies strengths and weaknesses of own performance using a SWOT or similar analysis	Analyses feedback or performance to identify strengths and weaknesses of own practice	Critically analyses own performance against targets
P2-B3 Set and prioritise clear and realistic goals and targets for own development	Identifies the need to set goals for self-development	Uses SMART strategy to set goals	Manages own development against strategic goals
P3-B3 Be aware of changes to internal and external procedures and relevant compliance and regulatory obligations	Identify changes to regulations or other obligations	Know the changes to regulatory and compliance obligations	Manage changes to procedures for compliance with regulatory obligations
P4-B3 Evaluate developments in your own practice to ensure continued self-development through CPD	Identify the need to develop oneself to meet organisational needs	Understand the need to update knowledge or skills in relation to new developments in your organisation	Manage the needs of the organisation through effective CPD of self and others
P5-B3 Periodically ask for constructive feedback about your performance	Identifies the need for constructive feedback	Use PDP or similar appraisal system to seek constructive feedback	Gain feedback from several sources to analyse your performance
P6-B3 Be aware of the limits of your ability and seek guidance when asked to work beyond them	Identify your own capability and seek guidance when required	Know your level of expertise and seek guidance/advice when necessary	Analyse the need to seek guidance or advice from other experts

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Behavioural Competency 4: Comply with legal, organisational and Regulatory requirements in the provision of legal services

You should be able to:

- A Comply with legal, organisational and regulatory requirements
- B Provide legal services and advice in a professional and ethical manner

Performance Criteria	Level 1	Level 2	Level 3/4
P1-B4 Maintain a current knowledge and understanding of relevant legal, organisational and regulatory requirements within your area of responsibility	Identify your own responsibility to the legal and regulatory requirements within your area of practice	Maintain required CPD to include professional standards and conduct requirements	Manage legal regulatory and professional compliance of self and others
P2-B4 Provide legal service, advice and guidance to clients ethically and in accordance with relevant legal, organisational and regulatory requirements	Understand the requirement to act ethically when providing advice or other legal services	Know the requirements of legal, regulatory and professional requirements when providing legal services or giving legal advice	Explain the legal regulatory and professional requirements to your department/firm when providing legal services
P3-B4 Keep a record of decisions you take for professional and ethical reasons and be able to justify them	Identify the need to record decisions	Accurately record decisions and explain how and why the decisions have been made	Manage the accuracy of recording decisions and analyse the justification for those decisions

Mapped with NOS SFJ IC9