

# SFJ IA1 – SQA Unit Code H55F 04

## Provide legal advice to clients



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### Overview

This unit is for you if your role involves you in working directly with clients to establish their needs and expectations of the service and to provide them with appropriate and accurate legal advice.

#### **There are three elements**

- 1 Explore and analyse the nature of the client's needs
- 2 Research information relevant to client's situation
- 3 Provide appropriate and accurate advice to meet the client's needs

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### Performance criteria

#### Explore and analyse the nature of the client's needs

- You must be able to:*
- P1 explain clearly the kind of service you can offer and check client's understanding
  - P2 explore and agree with the client the nature of their advice needs and expectations
  - P3 agree with the client where a situation requires immediate action and take steps to implement this
  - P4 agree next steps with client
  - P5 explain the organisation's systems and procedures for working with the client and check understanding including the limits of service provision and when service may be withdrawn
  - P6 agree with the client the procedures, responsibilities and time limits for further actions
  - P7 review and analyse available client information relevant to their case
  - P8 comply with the relevant legislation, codes of practice, guidelines, and ethical requirements
  - P9 record client details and agreed actions using organisational procedures for recording and storing client details

#### Research information relevant to the client's situation

- You must be able to:*
- P10 identify, review and access sources of information, both internal and external, relevant to the client's situation
  - P11 ensure the information obtained is accurate and up to date
  - P12 ensure that the information obtained is appropriate to enable you to advise the client
  - P13 analyse the information received from the client and the research process and formulate options that could meet client needs
  - P14 work within agreed organisational procedures and time limits for researching information

#### Provide appropriate and accurate advice to meet the client's needs

- You must be able to:*
- P15 present clients with information and possible options for action
  - P16 advise clients on the implications of possible options
  - P17 provide clients with advice in a manner and format that helps their understanding
  - P18 check the client's understanding of the advice offered
  - P19 agree any further action that needs to be taken by you and/or the client
  - P20 comply with the relevant legislation, codes of practice, guidelines and ethical requirements
  - P21 record client details and agreed actions using organisational procedures

## SFJ IA1 – SQA Unit Code H55F 04

Provide legal advice to clients

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for recording and storing client details

# SFJ IA1 – SQA Unit Code H55F 04

## Provide legal advice to clients

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### Knowledge and understanding

*You need to know and understand:*

#### Explore and analyse the nature of the client's needs

- K1 the reasons why it is important to discuss service provision with the client, including any limitations of the service
- K2 the kind of situation that may require immediate action and the organisational procedures for doing so
- K3 the kind of actions (next steps) that might be required from you and /or the client and why these are important
- K4 organisational systems and procedures for working with clients, why it is important to follow these and why it is important to check the client's understanding
- K5 why it is important to agree with the client the time limits, responsibilities and procedures for further actions
- K6 the kind of client information that may be available about the case and why it is important to review this
- K7 relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest
- K8 why it is important to comply with different requirements and the consequences of non-compliance
- K9 organisational procedures for the recording and storing of client details

#### Research information relevant to the client's situation

*You need to know and understand:*

- K10 the kinds of information sources, including relevant legislation, case law and national and local policies and practice and internal and external colleagues
- K11 why it is important to check that the information is accurate and up to date and ways of doing this
- K12 why it is important to check that you have obtained appropriate information and ways of doing this
- K13 why it is important to consider organisational procedures and timescales for research

#### Provide appropriate and accurate advice to meet the client's needs

*You need to know and understand:*

- K14 why it is important to advise on the implications of possible options for action
- K15 different ways and formats for providing appropriate advice
- K16 why it is important to check client understanding and ways of doing this
- K17 what additional actions might be required and who will take them
- K18 relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest

## SFJ IA1 – SQA Unit Code H55F 04

### Provide legal advice to clients

---

K19 why it is important to comply with different requirements and the consequences of non-compliance

K20 organisational procedures for the recording and storing of client details

# SFJ IA1 – SQA Unit Code H55F 04

## Provide legal advice to clients

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### Additional Information

#### Skills

The skills you will need to enable you to deliver the service effectively are:

**Explore and analyse the nature of the client's needs**

questioning  
active listening  
negotiating  
summarising  
checking understanding  
decision making  
planning  
problem solving  
presenting information  
recording and storing information

**Research information relevant to the client's situation**

research  
decision making  
analysing  
planning  
problem solving  
time management

**Provide appropriate and accurate advice to meet the client's needs**

questioning  
active listening  
negotiating  
persuading  
decision making  
planning  
problem solving  
presenting information  
checking understanding  
recording and storing information

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**Developed by** Skills for Justice

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**Version number** 2

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**Date approved** July 2009

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**Indicative review date** July 2014

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**Validity** Current

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**Status** Original

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**Originating organisation** Skills for Justice

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**Original URN** SFJ IA1

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**Relevant occupations** Public Services; Public Service and Other Associate Professionals

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**Suite** Legal Advice

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**Key words** Analyse clients needs, accurate advice, research needs