
Overview

Receive and open a case file, review and build a case file, submit a case file and follow up any actions.

Links: BAB111 – Administer Legal Files; BAB113 – Manage Case Files

Specific skills:

1. organising
2. problem solving
3. checking
4. analysing
5. decision making
6. attention to detail
7. communicating

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Build Case Files

Performance criteria

You must be able to:

- P1 receive and open a case file
- P2 review the case file and identify additional evidence and materials required
- P3 obtain all additional items of evidence and materials
- P4 produce documents and correspondence
- P5 consult other people where necessary
- P6 make sure information is kept secure and confidential
- P7 review the materials to make sure all the relevant information is present in order to proceed
- P8 submit the case file on time
- P9 take responsibility for any follow up actions

Knowledge and understanding

You need to know and understand:

- K1 the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- K3 legal and organisational requirements covering the security and confidentiality of information
- K4 legislation, regulations and codes of practice that apply in the sector to the area of responsibility
- K5 working culture and practices in the sector
- K6 the organisation's procedures for building cases
- K7 when and to whom to refer matters that are beyond your authority
- K8 the organisation's house style and requirements for presentation of case files and documentation
- K9 the purpose of accuracy and attention to detail when dealing with information in a legal context
- K10 how to access and use required sources of information
- K11 how to identify evidence and materials that have not been provided
- K12 the types of evidence and materials that may be required and how and where to obtain them
- K13 how to conduct interviews and take witness statements in the context of gathering evidence, where required
- K14 how to adapt communication to the needs of a witness or client
- K15 the types of documentation and correspondence that might be required and how to produce them
- K16 who to consult if further information is needed
- K17 the timescales and deadlines that apply to the case and the consequences of failing to meet them
- K18 the types of follow-up action that may be required

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