

## SFJ IC9 - H558 04

### Comply with legal, organisational and regulatory requirements in the provision of legal services



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#### Overview

Legislation, codes of practice and ethics define the standards expected from members of the legal profession. These impact on occupational activity even though many individuals in the workforce are not members of a professional body. This standard is relevant to all staff and is about identifying, understanding and applying the legal, organisational and regulatory requirements within their role.

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#### Performance criteria

*You must be able to:*

- P1 maintain a current knowledge and understanding of relevant legal, organisational and regulatory requirements within your area of responsibility
- P2 provide legal services to clients ethically and in accordance with relevant legal, organisational and regulatory requirements
- P3 provide clear advice and guidance to clients for legal services, ethically and in accordance with relevant legal, organisational and regulatory requirements
- P4 justify decisions you take for professional and ethical reasons in accordance with relevant legal, organisational and regulatory requirements

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### Knowledge and understanding

*You need to know and understand:*

- K1 the legislation which applies to the provision of legal advice and services
- K2 the importance of an ethical and value-based approach to the provision of legal services and how to put this into practice
- K3 the regulatory requirements relevant to the provision of legal services including the principles of these
- K4 the differences between legal, organisational and regulatory requirements
- K5 the ways in which legal, organisational and regulatory requirements and ethics impact on your work in the provision of legal services
- K6 how to maintain professional boundaries with clients
- K7 how to seek guidance where necessary on applicable legislation and ethics
- K8 the procedure to follow when you have a concern that the organisation or individuals may be operating in ways that contravene legal, organisational and regulatory requirements

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### **Glossary**

#### **Client**

The person you are working with or on behalf of. Depending on the organisation and nature of your job role this may include one or more of the following:

- 1 external clients or customers
- 2 internal colleagues

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