

Legal Administration

National Occupational Standards

April 2010

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Overview

Open, maintain and administer a file, review and close a file, prepare final bills and store and arrange for files to be archived.

Performance criteria

Open a file

- You must be able to:*
- P1 Carry out checks and searches as appropriate and report on outcomes to the fee earner
 - P2 Receive money on account from clients as instructed and process in line with organisational requirements
 - P3 Open a file and enter matter information
 - P4 Generate client care letters
 - P5 Maintain and administer a current file
 - P6 Produce and amend correspondence and documents as instructed
 - P7 Make sure all relevant timescales and dates are entered in appropriate diaries
 - P8 Carry out research as instructed and report back to fee earner
 - P9 Report progress to clients as instructed by fee earner
 - P10 Make sure all costs and disbursements are recorded accurately
 - P11 Make sure all file management activities conform to house-style and organisational requirements
 - P12 Make sure all time spent on the matter is recorded accurately
 - P13 Generate bills as requested, in accordance with instructions

Receive instructions to close a file

- You must be able to:*
- P14 Review the file and identify any outstanding issues and unbilled disbursements
 - P15 Report outstanding issues to the fee earner for resolution
 - P16 Where necessary, deal with reimbursements
 - P17 Check with the fee earner whether any documents, knowledge or data needs to be added to the organisation's precedent, knowledge or data bank
 - P18 Ensure the file is complete for preparation of the final bill
 - P19 If appropriate, prepare the final bill

You must be able to:

Close and archive a file

- P20 Complete file closing documentation and check that the account shows a nil balance
- P21 Notify relevant people that the file is closing
- P22 Sort the file, removing unnecessary material, and check with the fee earner on the appropriate distribution of documents
- P23 Make sure that hard copies of electronic communications are in the file
- P24 Prepare a schedule of the file contents so that they can be readily retrieved
- P25 Correctly label files for storage and amend records to show that the file is closed
- P26 Arrange for the file to be archived

Knowledge and understanding

You need to know and understand:

- K1 The administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 Where and when to refer matters beyond your authority
- K3 The organisation's policies, procedures and constraints that affect administrative services in your area of responsibility
- K4 The duty of confidentiality that applies when dealing with client information
- K5 The specialist software used by the organisation for the recording and processing of legal cases
- K6 The importance of accuracy and attention to detail when dealing with information in a legal context
- K7 The type of legal work that the department is involved in (e.g. conveyancing, family law, commercial, litigation)
- K8 The particular legal terminology that is associated with different types of legal work
- K9 The organisation's house-style for the presentation of files and documentation
- K10 How to prioritise work and work to other people's priorities
- K11 The different checks and searches that are required and how to carry these out
- K12 The organisation's procedures for opening files
- K13 The contents and purpose of a client care letter and how to prepare one
- K14 The types of documents that are required and how to prepare them
- K15 How to carry out research required by the fee earner
- K16 How to report progress to clients
- K17 How to record costs and disbursements
- K18 How time spent on a matter is monitored and recorded
- K19 The range of activity and documentation that needs to be noted within a file

- K20 How and when to generate bills
- K21 The types of documents, knowledge or data that might need to be added to the organisation's precedent, knowledge or data bank
- K22 The organisation's procedures for closing and archiving files
- K23 How to sort a file and identify materials that do not need to be kept

CFABAB111

Administer Legal Files

Skills

Organising
Problem solving
Checking
Communicating

Link to other NOS

BAB112 – Build Case Files
BAB113 – Manage Case Files

CFABAB111

Administer Legal Files

Developed by Skills CFA

Version number 1.0

Date approved April 2010

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Validity Current

Status Original

Originating organisation Skills CFA

Original URN CFABAB111

Relevant occupations Legal administration; Administration, Administration and Secretarial Occupation;

Suite Legal Administration 2010

Key words Legal; administration; file; case; administer

Overview

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

**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

CFABAB112 Build Case Files

Skills

Organising
Decision-making
Problem solving
Checking
Attention to detail

Links to other NOS

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Overview

Receive and open case files, review and update case files, prepare court bundles, process appeal documentation and follow up actions, prepare case files for closure and close case files.

CFABAB112

Manage Case Files

Performance criteria

- You must be able to:*
- P1 Receive and open a case file
 - P2 Review the file and plan its management to meet required deadlines
 - P3 Obtain or identify the location of all file documents and materials
 - P4 Produce and amend documents as requested
 - P5 Liaise with the relevant people to progress the case
 - P6 Keep the case file up to date, checking documentation is complete
 - P7 Make sure information is kept secure and confidential
 - P8 Prepare court bundles as requested, checking documentation is complete
 - P9 Consult other people where necessary
 - P10 Submit documents on time
 - P11 Action and record hearing outcomes as necessary
 - P12 When necessary, process appeal documentation as requested
 - P13 Liaise, as appropriate, with the relevant people to progress the appeal
 - P14 Record the outcome of the appeal where relevant
 - P15 Prepare the case file for closure
 - P16 Notify relevant people that the case file is closing
 - P17 Close the case file
 - P18 Arrange for the case file to be archived

Knowledge and understanding

You need to know and understand:

- K1 The administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 Where and when to refer matters that are beyond your authority
- K3 The organisation's policies, procedures and constraints that affect administrative services in the area of responsibility and how to apply them
- K4 Legal and organisational requirements covering the security and confidentiality of information
- K5 Legislation, regulations and codes of practice that apply in the sector to their area of responsibility
- K6 Working culture and practices in the sector
- K7 Procedures for receiving and opening a case file
- K8 The structure, format and content of a case file
- K9 How to carry out research and identify sources of information
- K10 The organisation's house style and requirements for presentation of correspondence and documents
- K11 The importance of accuracy and attention to detail when dealing with information in a legal context
- K12 Methods of liaising and communicating with relevant people
- K13 How to keep the case file up to date
- K14 The documents that are required for court bundles
- K15 How to check that documentation is complete at each stage of the process
- 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 How to action and record hearing outcomes
- K19 The appeal documentation required and how to process it
- K20 How to record the outcome of an appeal

CFABAB112
Manage Case Files

K21 The organisation's procedures for closing and archiving case files

CFABAB112

Manage Case Files

Skills

Organising
Planning
Problem solving
Checking
Attention to detail
Analysis
Communication

Links to other NOS

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BAB111 – Administer Legal Files

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