
Overview

This standard is about representing or acting on behalf of clients. This will involve representing clients' interests in situations other than formal proceedings where the clients are either unable to represent themselves or where the most successful outcome will be achieved by this course of action.

There are five elements

- 1 Explore and analyse the nature of clients' needs
- 2 Research information relevant to clients' situations
- 3 Prepare to act on behalf of clients
- 4 Represent clients in informal proceedings
- 5 Review cases in informal proceedings

**Performance
criteria**
Explore and analyse the nature of client's needs**You must be able to:**

- P1 explain accurately the service you can offer, and:
 - P1.1 check client's understanding
- P2 agree with clients the nature of their advice needs and expectations in line with organisational requirements
- P3 analyse available client information to determine their case
- P4 agree with clients where a situation requires immediate action, and:
 - P4.1 take steps to implement this in line with organisational requirements
- P5 agree next steps with clients in line with organisational requirements
- P6 explain the organisation's systems and procedures for working with clients, and:
 - P6.1 check clients' understanding
- P7 agree with clients the procedures, responsibilities and time limits for further actions
- P8 record clients' details and agreed actions in line with organisational requirements

Research information relevant to clients' situation**You must be able to:**

- P9 review sources of information relevant to clients' cases
- P10 check information obtained is accurate and up to date in line with organisational requirements
- P11 check that information obtained is appropriate to enable you to advise clients
- P12 analyse information received from clients and the research process to formulate options that could meet clients' needs

Prepare to act on behalf of clients**You must be able to:**

- P14 review all relevant information on the needs of clients in line with organisational requirements
- P15 manage and agree with clients their desired outcomes in line with

Act on behalf of clients in informal proceedings

organisational requirements

- P16 advise clients as to any additional information that might be required to support the representation
- P17 obtain authority to act on behalf of clients
- P18 agree with clients who should be contacted to pursue their interests
- P19 identify with clients the points to be addressed in the representation which support the desired outcomes
- P20 identify time limits appropriate to clients cases in line with organisational requirements
- P21 record details of the representations in line with organisational requirements

Represent clients in informal proceedings

You must be able to:

- P22 ensure all relevant people, documentation, and associated materials are available for representation
- P23 provide correct information to all relevant people according to the agreed timescales
- P24 check with appropriate parties that oral and written representations are clear and effective
- P25 comply with relevant protocols relating to representing clients in informal settings
- P26 represent clients' interests in a way that emphasises the key points and how they affect clients
- P27 address the issues represented by others by offering constructive suggestions for their resolution
- P28 address problems with representations by taking appropriate actions in line with organisational requirements
- P29 review the results of representations with clients to agree next steps

Review cases in informal proceedings

You must be able to:

- P30 review the outcome of cases with clients to ensure they understand the implications
- P31 confirm with other parties their agreement to the outcomes of cases in

line with organisational requirements

P32 review the possible consequences of the outcomes of cases with clients

P33 assess with clients whether the process of representation should be continued in line with organisational requirements

P34 agree any further actions with clients in line with organisational requirements

P35 record details of cases in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- K1 the importance of discussing service provision with clients, including any limitations of the service
- K2 the importance of reviewing the types of client information about cases that may be available
- K3 the types of situations that require immediate action and organisational procedures for doing so
- K4 the types of actions that may be required from you and clients and why these are important
- K5 organisational systems and procedures for working with clients, and why it is important to follow these
- K6 the importance of checking clients' understanding
- K7 the importance of agreeing with clients the timescales and procedures for closing the case
- K8 the relevant national, local, professional and organisational requirements relating to:
 - K8.1 equal opportunities
 - K8.2 discrimination
 - K8.3 health and safety
 - K8.4 security
 - K8.5 confidentiality
 - K8.6 data protection
 - K8.7 conflicts of interest
- K9 the importance of complying with national, local, professional and organisational requirements
- K10 organisational procedures for recording and storing clients' details
- K11 the range of information sources for accessing:
 - K11.1 case notes
 - K11.2 relevant legislation
 - K11.3 case law
- K12 the importance of checking that information is accurate
- K13 how to check that information is up to date and accurate
- K14 the importance of checking that you have obtained appropriate

- information and ways of doing this
- K15 how to analyse information to identify options
- K16 the options that may be available to clients
- K17 how to obtain accurate information on the needs of clients
- K18 how to check the relevance of the information
- K19 how to obtain authority to act for clients
- K20 the importance of time limits relating to cases and permitted action when they have been exceeded
- K21 the possible results of the representation and why it is important to discuss these with clients
- K22 systems and procedures for recording representation and why it is important to use them
- K23 what and who should be available at different stages of representation
- K24 what type of information is required and who requires it
- K25 relevant protocols relating to representation in particular settings
- K26 the information that should be included in the representation and how to present it
- K27 the types of issues or problems that could emerge and how they have been resolved previously
- K28 the importance of identifying and addressing problems
- K29 what further actions are available to clients
- K30 outcomes of cases that might require explanation to clients, and why this is important
- K31 types of agreement that should be obtained from other parties
- K32 consequences that are likely to result from different outcomes
- K33 the range of options available that would allow the process of representation to continue
- K34 types of further action available in different proceedings
- K35 organisational systems and procedures for recording referrals and why it is important to follow them

Additional Information

Skills

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

- 1 questioning
- 2 active listening
- 3 negotiating skills
- 4 decision making
- 5 problem solving
- 6 presenting information orally and in written form
- 7 recording and storing information
- 8 analytical
- 9 time management
- 10 research

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Act on behalf of clients in informal proceedings

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Suite	Legal Advice
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