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**Overview**

This standard is about providing legal advice to clients through the use of e-mail or web-based responses. Written communication skills, basic understanding of IT and use of the internet are particularly important in this standard.

**Performance  
criteria**

**You must be able to:**

- P1 locate a range of websites that provide legal information and advice including statutory legal guidance notes
- P2 assess websites for accuracy in line with organisational requirements, including:
  - P2.1 currency
  - P2.2 independence of information and advice
- P3 work within boundaries of own role in line with organisational requirements
- P4 use IT equipment in line with legal and health and safety regulations
- P5 research appropriate sources of information and advice and match to individual clients needs
- P6 interpret clients' queries in line with organisational requirements
- P7 inform clients about the services your organisation is able to provide
- P8 identify when clients should receive direct advice or be signposted elsewhere in line with your ability
- P9 signpost clients to appropriate alternative sources of information and advice
- P10 check that responses to clients are expressed in a way that will encourage them to follow them up
- P11 work within boundaries of own role in line with organisational requirements
- P12 compose responses to clients that answer their queries in line with organisational guidelines for format, structure and use of language
- P13 review and edit responses before they are sent to clients in line with organisational requirements
- P14 respond to queries in order of priority
- P15 respond to client queries in line with organisational timescales

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**Knowledge and understanding****You need to know and understand:**

- K1 how to use the internet as a research tool
- K2 organisational procedures for identifying appropriate websites that provide legal information and advice
- K3 organisational procedures for assessing websites for accuracy, including;
  - K3.1 currency
  - K3.2 independence
  - K3.3 why it is important to do this
- K4 the importance of working within your own area of competence
- K5 legal and health and safety regulations for use of IT equipment and the importance of following them
- K6 the relevant national, local, professional and organisational requirements relating to:
  - K6.1 equal opportunities
  - K6.2 discrimination
  - K6.3 health and safety
  - K6.4 security
  - K6.5 confidentiality
  - K6.6 data protection
  - K6.7 conflicts of interest
- K7 the importance of complying with national, local, professional and organisational requirements
- K8 the importance of considering clients' queries carefully to interpret the meaning
- K9 the services your organisation can provide and why it is important to inform clients of these
- K10 the importance of informing clients of services available
- K11 when it is appropriate to signpost clients to alternative sources of information and advice
- K12 organisational protocols and styles for responding to clients to ensure responses are 'user friendly'
- K13 organisational procedures for reviewing and editing responses, and why it is important to follow them

- K14 the difference between signposting and referring
- K15 how to research appropriate sources of information and advice, and why it is important to match to clients' needs
- K16 organisational procedures for dealing with challenging clients, and why it is important to follow them
- K17 organisational timescales for responding to client queries, and why it is important to follow them
- K18 why it is important to work within own area of competence in line with organisational requirements

**Additional Information**

**Skills**

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

- 1 research
- 2 basic IT
- 3 reviewing/reflecting
- 4 prioritising
- 5 decision making
- 6 written communication

## SFJIA4

### Provide legal advice using electronic media

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	3
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<b>Date approved</b>	November 2013
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<b>Originating organisation</b>	Skills for Justice
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<b>Original URN</b>	SFJ IA4
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<b>Relevant occupations</b>	Legal Advisers; Legal Associate Professionals
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<b>Suite</b>	Legal Advice
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<b>Key words</b>	Email; web-based responses; advice on the internet
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