SFJIB17
Provide first line consumer legal advice

Overview	This standard is about providing clients with specialist information and advice at the point of initial contact with the service. The information and advice you provide will relate to consumer and contract law.

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Performance criteria

You must be able to:

P1   explain to clients the legal advice services you can offer in line with organisational requirements

P2   check that clients' understanding of legal advice services is consistent with information you have provided

P3   agree with clients their legal advice requirements in line with relevant legislation, policies and procedures

P4   agree with clients where situations require immediate action in line with their requirements, and:

    P4.1 take steps to implement this

P5   agree next steps with clients in line with their requirements

P6   explain accurately the organisation's systems and procedures for working with clients

P7   agree further actions with clients in line with their requirements including;

    P7.1 procedures

    P7.2 responsibilities

    P7.3 time limits

P8   analyse available client information to assign relevance to their case in line with your professional judgement

P9   record client details and agreed actions in line with organisational requirements

P10 review sources of information to assess applicability to clients situations

P11 check that information obtained enables you to advise clients

P12 analyse information received from clients and the research process to formulate options in line with clients' needs

P13 present clients with information and possible options for action in line with organisational requirements

P14 advise clients on the implications of possible options in line with organisational requirements

P15 check clients' understanding of the advice offered in line with organisational requirements

P16 agree actions required by you and clients in line with organisational requirements

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You need to know and understand:

K1   legislative frameworks relating to consumer and contract law in your jurisdiction

K2   key differences between goods and services

K3   key elements of contract law

K4   statutory rights and remedies available to clients, regarding:

    K4.1   delivery, price and quality

    K4.2   cancellation rights and the consequences of exercising such rights

    K4.3   the six-month reverse burden of proof under sale of goods legislation

    K4.4   rights to accept and reject goods

K5   potential difficulties involved in enforcing rights

K6   how to identify when cancellation rights apply to contracts concluded in the home

K7   actions to take when cancellation rights apply to contracts concluded in the home

K8   criminal and regulatory issues and discrimination within the provision of goods, services and credit

K9   national and local consumer organisations and agencies, their role and remit

K10   arbitration and alternative dispute resolution schemes

K11   relevant small claims methods, legal proceedings and forms in your jurisdiction

K12   the types of unfair trading practices and how to challenge them

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