
Overview

This standard is about providing information and advice to clients who are students, at the point of initial contact with the service. You will be expected to provide information and advice on their rights and entitlements under the law as students.

You will need to know the rights, entitlements and responsibilities of individuals who are students, together with those that relate to students specifically.

**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 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

Knowledge and understanding

You need to know and understand:

- K1 frameworks of legislation relating to students
- K2 specific tests for student status at further, higher and postgraduate levels, relating to:
 - K2.1 benefits
 - K2.2 student support
 - K2.3 fee status
 - K2.4 council tax liability
- K3 how student status may affect clients' rights, entitlements, eligibility and responsibilities in a range of advice areas
- K4 legislation, regulations and restrictions that impact on students
- K5 student funding structures, including:
 - K5.1 statutory funding
 - K5.2 discretionary funding
 - K5.3 alternative funding
- K6 different local and national organisations involved in student funding and how they interact
- K7 eligibility, entitlement and access routes to funding for:
 - K7.1 further education
 - K7.2 undergraduate education
 - K7.3 postgraduate education
- K8 how to calculate and apply for funding available to clients in different circumstances
- K9 different types of proceedings that can be initiated by students, universities and colleges
- K10 powers, procedures and time limits of:
 - K10.1 relevant external appeals bodies
 - K10.2 appeals courts
 - K10.3 judicial review, to inform referral
- K11 the regulations governing immigration and asylum advice
- K12 key issues specific to international students which inform referral
- K13 how to recognise emergency situations, and:
 - K13.1 emergency provision available locally in advice areas covered

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Provide first line legal advice for students

by the service

K14 concessions available to students locally and nationally

K15 eligibility for, and access to, services, support and funding for students with disability

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Provide first line legal advice for students

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