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**Overview**

This standard is about providing specialist information and advice to clients who are students. You will be expected to provide information and advice on complex areas of student rights and entitlements.

You will also know how to prepare and present cases in formal or informal hearings.

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**Performance  
criteria****You must be able to:**

- P1 explain to clients the services that you can offer in line with their requirements
- P2 check that clients' understanding of legal advice services is consistent with information you have provided
- P3 agree with clients where situations require immediate action in line with their requirements, and:
  - P3.1 take steps to implement this
- P4 agree next steps with clients in line with their requirements
- P5 agree further actions with clients in line with their requirements, including;
  - P5.1 procedures
  - P5.2 responsibilities
  - P5.3 time limits
- P6 analyse available client information to assign relevance to their case in line with your professional judgement
- P7 review sources of information to assess applicability to clients' situations
- P8 check that information obtained enables you to advise clients
- P9 analyse information received from clients and the research process to formulate options in line with clients' needs
- P10 present clients with information and possible options for action in line with organisational requirements
- P11 advise clients on the implications of possible options in line with organisational requirements
- P12 check clients' understanding of the advice offered in line with organisational requirements
- P13 open client case files in line with organisational procedures
- P14 design an action plan with clients in line with organisational processes, and:
  - P14.1 agree roles and responsibilities for progressing actions
- P15 progress actions on behalf of clients in line with agreed timescales
- P16 evaluate case progress against milestones and outcomes in line with organisational procedures

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- P17 progress case outcomes to conclusion in line with organisational requirements
- P18 record client details and agreed actions in line with organisational requirements

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**Knowledge and understanding**

You need to know and understand:

- K1 relevant legislation, case law, policy and guidance relating to students and prospective students
- K2 implications on funding related to changes in student status because of:
  - K2.1 suspension
  - K2.2 withdrawal or course transfer
  - K2.3 change of mode of study
  - K2.4 repeat study
  - K2.5 intercalating
- K3 implications of change in student status on other areas of entitlement, including:
  - K3.1 welfare benefits
  - K3.2 tax credits
  - K3.3 institutional accommodation
  - K3.4 student-specific regulations relating to income tax and council tax
  - K3.5 immigration
  - K3.6 private sector housing rental
  - K3.7 employment
  - K3.8 debt negotiation
- K4 regulations and policies within institutions relating to:
  - K4.1 assessment process
  - K4.2 progression
  - K4.3 academic disciplinary process
  - K4.4 non-academic disciplinary process
  - K4.5 institutions' accommodation
  - K4.6 internal debt and the likely sanctions
  - K4.7 complaints procedures
  - K4.8 administration of discretionary funds
  - K4.9 mitigating circumstances
- K5 how to identify grounds for challenge
- K6 how to challenge decisions relating to institutions' regulations and policies

- K7 how to identify procedures specific to an institution relating to internal proceedings
- K8 how to prepare, support and represent students in internal proceedings at an institution
- K9 how to assist clients to make applications for funding from institutions involved in student funding locally and nationally
- K10 how to challenge decisions made by funding organisations relating to statutory, discretionary and alternative funding
- K11 how to challenge university classification of fee status
- K12 legislation and issues specific to international students
- K13 how to apply for entry clearance for international students and their dependants
- K14 the regulations governing immigration and asylum advice
- K15 implications for student entitlement caused by changes in immigration status
- K16 relevant independent and public complaints processes, including:
  - K16.1 relevant time limits
  - K16.2 procedures for drafting a case
  - K16.3 representation processes
- K17 grounds for appeals, relevant procedures and time limits relating to:
  - K17.1 student support
  - K17.2 welfare benefits and tax credits
  - K17.3 fee assessment by university
  - K17.4 refusal of student visas
- K18 mediation services available to students

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### Provide specialist legal advice for students

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