
Overview

This standard is about providing clients with immigration advice and support at the point of initial contact with the service. You will establish their needs and expectations of services, research information which is relevant to their situations and provide them with appropriate and accurate legal advice. You will know when to refer clients on to more specialist sources of advice.

**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 organisational requirements, and:
 - P4.1 take steps to implement this
- P5 agree next steps with clients in line with organisational requirements
- P6 explain accurately the organisation's systems and procedures for working with clients
- P7 agree further actions with clients in line with organisational 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 own 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 is in line with organisational requirements to enable 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

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

Knowledge and understanding

You need to know and understand:

- K1 the relevant regulatory body requirements for immigration and asylum, and:
 - K1.1 the specific advice and action permissible to your role
- K2 the legal definition of refugee status
- K3 the framework of asylum legislation and procedures in the United Kingdom
- K4 the structure and background of immigration policy and legislation
- K5 the legislative framework and the statutory basis of the immigration rules
- K6 the forms and procedures for making applications that are within the immigration rules in the listed categories
- K7 the relevant evidence needed to support cases for different groups
- K8 the key provisions in immigration law
- K9 the European Economic Area (EEA) and European Union (EU) immigration law, basic applications for:
 - K9.1 residence permits for EU and EEA nationals
 - K9.2 family permits for non-EU and EEA family members
 - K9.3 entry clearance for non-EU and EEA family members
 - K9.4 workers registration scheme
 - K9.5 accession schemes
- K10 how human rights legislation impacts on immigration and nationality
- K11 rules around entitlement to public funding
- K12 entitlement to public services in relation to client status
- K13 how to access information on rights and entitlements for different categories of client
- K14 good practice relating to the use of interpreters and how to source them

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Provide first line immigration legal advice

Developed by	Skills for Justice
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Version number	3
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Date approved	November 2013
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Indicative review date	November 2018
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Validity	Current
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Status	Original
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Originating organisation	Skills for Justice
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Original URN	SFJ IB27
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Relevant occupations	Legal Advisers; Legal Associate Professionals
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Suite	Legal Advice
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Key words	First point of contact; referral to specialist advice; provide information;
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