
Overview

This standard is about providing clients with information and advice relating to family law 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 also know how to decide when to refer clients on to alternative or 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 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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Knowledge and understanding

You need to know and understand:

- K1 the legislative framework and grounds for divorce, and:
 - K1.1 dissolution of civil partnerships in your jurisdiction
- K2 the legislative framework and implications in your jurisdiction for clients where partners are not married
- K3 rights and obligations of different relationships, including:
 - K3.1 married
 - K3.2 co-habiting
 - K3.3 same sex
- K4 how to help clients to complete forms relating to divorce and separation
- K5 the outline of private law relating to children, including:
 - K5.1 residence
 - K5.2 contact
 - K5.3 parental responsibility
 - K5.4 the advisory support services in your jurisdiction
- K6 the framework of public law relating to children and the relevant orders:
 - K6.1 child protection for looked after children
 - K6.2 care orders
- K7 the impact of child or parent disability on looked after children
- K8 the role of lay advocates and how to access them
- K9 statutory obligations and powers of local authorities and other relevant agencies that may affect clients and their children
- K10 how domestic violence may affect clients, their children and their choices
- K11 how to recognise emergency situations where urgent action is needed and the appropriate action to be taken
- K12 relevant places of safety appropriate to client circumstances
- K13 the procedures for referral to women's refuges and the need for confidentiality about location and contact details
- K14 police responsibility and criminal sanctions where the client is unable to access civil remedies or places of safety
- K15 how to help clients to complete child support forms and apply for reviews of child support decisions
- K16 the relationship between child support and benefits

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- K17 how to progress child support applications on behalf of clients
- K18 specific religious and cultural matters that may impact on families and when to refer to another agency
- K19 the alternatives to court and how these are accessed
- K20 public funding available in family cases

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Developed by	Skills for Justice
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Relevant occupations	Legal Advisers; Legal Associate Professionals
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Suite	Legal Advice
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