
Overview

This standard is about working directly with clients to carry out preliminary reviews of their problems, to decide whether they are related to discriminatory actions and what the next steps should be for clients, including whether to refer them 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 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

Knowledge and understanding

You need to know and understand:

- K1 the legislative framework in the UK relating to discrimination in:
 - K1.1 employment
 - K1.2 education
 - K1.3 housing
 - K1.4 the delivery of goods, facilities and services
 - K1.5 public functions
 - K1.6 clubs and associations
- K2 how to access detail information on discrimination legislation
- K3 grounds on which actions on the basis of discrimination may be taken in the UK
- K4 different forms of discrimination and how each can be recognised, including:
 - K4.1 direct discrimination
 - K4.2 indirect discrimination
 - K4.3 victimisation
 - K4.4 harassment
- K5 factors that should be reviewed when considering whether there might be grounds for a case for discrimination in employment, including:
 - K5.1 recruitment and selection processes
 - K5.2 dismissal processes and decisions
 - K5.3 whether the employer has been informed of the situation
 - K5.4 parental rights
 - K5.5 equal pay
 - K5.6 employment contract law
- K6 processes and procedures in relation to resolving discrimination problems in:
 - K6.1 employment
 - K6.2 education
 - K6.3 housing
 - K6.4 the provision of goods, facilities and services
 - K6.5 public functions
 - K6.6 clubs and associations

- K7 how to draft, with and on behalf of clients, the documentation in relation to resolving discrimination problems
- K8 the possible consequences for the client of taking action on the grounds of discrimination
- K9 why it is important that clients are aware of possible consequences of action on the grounds of discrimination before progressing cases

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Provide first line discrimination legal advice

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