
Overview

This standard is about providing legal information materials within your service. You will review the use of and need for information materials and the processes for obtaining and supplying them. Legal information materials may be made available in a variety of formats and can involve storage and dissemination using a range of media. Legal information materials may be for use by practitioners within the service or by clients and members of the general public.

There are three elements

- 1 Identify the need for legal information materials
- 2 Obtain and supply legal information materials
- 3 Review the use and effectiveness of legal information materials

Obtain and provide legal information materials

**Performance
criteria****Identify the need for legal information materials****You must be able to:**

- P1 review legal information materials currently used by the service in relation to how appropriate they are
- P2 identify any trends or developments in ways which materials are presented and provided
- P3 identify the range of users of legal information materials
- P4 gather relevant information on the overall needs of users of legal information materials
- P5 determine specific needs of different client groups
- P6 identify the life cycle of information materials in line with organisational requirements
- P7 assess how information resources comply with relevant legislation, codes of practice, guidelines and ethical requirements

Obtain and supply legal information materials**You must be able to:**

- P8 specify legal information materials that can be obtained within the constraints of available resources
- P9 obtain relevant legal information materials in line with organisational requirements
- P10 store information materials using appropriate systems in line with organisational requirements
- P11 maintain sufficient supplies of available legal information materials to meet the needs of users
- P12 use the most appropriate methods to supply legal information materials to users in line with organisational requirements
- P13 help users to locate information materials they need in line with organisational requirements
- P14 provide users with information on other relevant sources in line with organisational requirements
- P15 record the supply of legal information materials using relevant systems in line with organisational requirements

Review the use and effectiveness of legal information materials

You must be able to:

- P16 review how legal information materials are used in line with organisational requirements
- P17 confirm with users that the information materials provided are sufficient and appropriate to their needs
- P18 review the effectiveness of legal information materials in line with organisational requirements
- P19 identify any non-compliance with legislation, codes of practice, guidelines or ethical requirements
- P20 identify aspects of information materials that could be improved in line with organisational requirements
- P21 use relevant methods to improve legal information materials in line with organisational requirements
- P22 consult with relevant people on planned improvements in line with organisational requirements
- P23 record updates of legal information materials in line with organisational requirements

**Knowledge and
understanding**

You need to know and
understand:

- K1 the types of legal information materials used by your organisation
- K2 formats in which legal information materials are presented
- K3 who should review information materials
- K4 how you might obtain information about future information needs of users and the types of trends and developments that might occur
- K5 how to assess the potential impact of information and communication technologies on information material presentation and supply
- K6 how to identify who uses legal information materials and who can provide information about the characteristics of users
- K7 how clients' requirements of information materials may differ from each other
- K8 how information materials will be used during their life cycle
- K9 how to calculate the life cycle of information materials
- K10 the relevant national, local, professional and organisational requirements relating to:
 - K10.1 equal opportunities
 - K10.2 discrimination
 - K10.3 health and safety
 - K10.4 security
 - K10.5 confidentiality
 - K10.6 data protection
 - K10.7 conflicts of interest
- K11 the importance of complying with national, local, professional and organisational requirements
- K12 resources available for obtaining legal information materials
- K13 how to prioritise information needs
- K14 methods available for obtaining information materials
- K15 organisational procedures for purchasing information materials and established timescales
- K16 what systems exist for recording and storing information resources and why it is important to use them
- K17 why it is important to use the systems to record the use and

Obtain and provide legal information materials

effectiveness of legal information materials

- K18 how to calculate the quantities of information resources required and how often resources should be restocked
- K19 variations in demand for information resources
- K20 methods available for supplying legal information materials in the service
- K21 methods for providing different types of information resources
- K22 how to access different information resources
- K23 what other sources of information resources exist
- K24 the range of methods available for consulting users
- K25 what information can be collected on the effectiveness of information materials
- K26 how to assess the effectiveness of information resources
- K27 what aspects of legal information materials have potential to be improved
- K28 the methods and resources required to implement different types of improvement

Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

- 1 questioning
- 2 active listening
- 3 research
- 4 decision making
- 5 written and oral presentation
- 6 recording and storing information

SFJZA5

Obtain and provide legal information materials

Developed by	Skills for Justice
---------------------	--------------------

Version number	3
-----------------------	---

Date approved	November 2013
----------------------	---------------

Indicative review date	November 2018
-------------------------------	---------------

Validity	Current
-----------------	---------

Status	Original
---------------	----------

Originating organisation	Skills for Justice
---------------------------------	--------------------

Original URN	SFJ ZA5
---------------------	---------

Relevant occupations	Legal Advisers; Legal Associate Professionals
-----------------------------	---

Suite	Legal Advice
--------------	--------------

Key words	Obtaining information; providing guidance; resources
------------------	--