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**Overview**

This standard involves managing an ongoing case for a client. It may involve briefing someone outside the organisation to carry out some part of the case (e.g. a barrister, solicitor or expert witness) but it will be your overall responsibility to ensure that the case moves forward.

**There are three elements**

- 1 Establish case files
- 2 Progress cases
- 3 Close cases

**Performance  
criteria**

**Establish case files**

- You must be able to:
- P1 open client case files in line with organisational requirements
  - P2 agree with clients the potential case outcomes and milestones
  - P3 determine the method of funding cases
  - P4 advise clients about any cost implications for them
  - P5 explain to clients the organisational systems and procedures for managing cases in line with organisational requirements
  - P6 record client details and agreed actions in line with organisational requirements

**Progress cases**

- You must be able to:
- P7 progress agreed actions on behalf of clients in line with agreed timescales
  - P8 brief other individuals required to progress cases with details and responsibilities
  - P9 inform clients about progress against milestones and outcomes in line with organisational requirements
  - P10 meet all deadlines and key dates for cases
  - P11 maintain case files to ensure they are accurate and up to date in line with organisational requirements
  - P12 evaluate case progress against milestones and outcomes in line with organisational requirements

**Close cases**

- You must be able to:
- P13 review how cases progressed against milestones and desired outcomes in line with organisational requirements
  - P14 evaluate the performance of externally instructed individuals for future reference in line with organisational requirements
  - P15 inform clients about actions they can take to progress cases towards closure in line with organisational requirements
  - P16 explain reasons and procedures for closing cases to clients

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- P17 check that clients' understanding of reasons for closing cases is consistent with information you have provided
- P18 agree with clients arrangements for case closure
- P19 perform closure tasks for cases in line with organisational requirements

#### Knowledge and understanding

##### You need to know and understand:

- K1 organisational procedures for opening and maintaining client case files
- K2 why it is important to establish and agree the desired case outcomes and milestones
- K3 different funding sources for cases and how to access them
- K4 organisational systems and procedures for working with clients
- K5 the importance of checking client's understanding
- K6 the relevant national, local, professional and organisational requirements relating to:
  - K6.1 equal opportunities
  - K6.2 discrimination
  - K6.3 health and safety
  - K6.4 security
  - K6.5 confidentiality
  - K6.6 data protection
  - K6.7 conflicts of interest
- K7 the importance of complying with national, local, professional and organisational requirements
- K8 organisational procedures for recording and storing client and case details
- K9 actions that should be taken to progress cases
- K10 why it is important to consult with and inform clients at each stage of the case
- K11 who might need to be briefed about cases and what information they will require
- K12 the importance of
  - K12.1 meeting all deadlines and key dates
  - K12.2 accurately maintaining case files
  - K12.3 reviewing and evaluating case milestones and outcomes
- K13 why it is important to review case progress and ways of doing this
- K14 why it is important to consider any opinions and rulings and how to use them to decide further actions
- K15 the importance of evaluating the performance of externally instructed

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individuals and how to do this

K16 the importance of keeping clients informed about the progress of cases,  
including plans for conclusion

**Additional Information**

**Skills**

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

- 1 presenting information
- 2 active listening
- 3 questioning
- 4 oral and written presentation
- 5 negotiating
- 6 problem solving
- 7 summarising
- 8 checking understanding
- 9 time management
- 10 resource management
- 11 decision making
- 12 recording and storing information

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**Relevant occupations** Legal Advisers; Legal Associate Professionals

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**Suite** Legal Advice

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**Key words** Managing ongoing cases; briefing; responsibility; support; prepare; casework