

Paralegal

Apprenticeship

Level 3

Building an effective work team to serve clients in the best possible manner is vital to any law firm. Paralegals can play an important role in that team.

A Paralegal provides legal support whilst working under supervision. Typical activities that a Paralegal may carry out include:

- Managing data/records
- Reviewing documents
- Drafting and producing legal documents and standard forms
- Assisting with the inception, progress and completion of client files
- Carrying out research
- Handling confidential and sensitive information
- Understanding and utilising basic financial information
- Communicating with both internal and external clients

Recruiting an apprentice can be a smart, cost-effective way of inducting someone into the role of Paralegal in your organisation, or upskilling an existing member of your staff.

Key Areas of Study

Your apprentice will cover essential knowledge, skills and behaviours on their programme. Some of this will depend on the pathway followed.

All Paralegal Apprentices will complete a work-based Portfolio, the Diploma in Providing Legal Services, which covers all the essential underlying knowledge, skills and attributes required within the workplace, as set out below.

In addition, all Apprentices will study two mandatory knowledge units, Introduction to Law & Practice and Client Care Skills. Depending on the chosen pathway, they will also study Law of Tort and/or Contract Law with Civil Litigation, or, Land Law with Conveyancing.

Quick Information:

New Apprenticeship Standard designed by employers for employers

Sector:

Legal

Who is it for?

New recruits and existing staff

Start date:

Flexible to suit employers

Level:

Level 3

Duration:

Minimum 24 months

How does it work?

Delivered in your workplace with one-to-one training and tutor visits every 4 weeks, plus one day or evening a week attendance at College over 35 weeks each year

Content:

You can follow a civil, criminal or property practice pathway at The Sheffield College

Assessment:

Portfolio and scenario assessment at the end of the programme, plus examinations

Qualification:

Paralegal Apprenticeship

Additional qualifications:

Those who enrol will become professional members of CILEx and gain the Level 3 Professional Diploma in Law and Practice



Knowledge

Ethics, professionalism and judgement

- Have an understanding of legal and regulatory requirements relevant to the role.
- Maintain sufficient competence and legal knowledge to work effectively -relevant law, research.
- Avoid working outside their area of knowledge and competence, seek guidance and support where needed.
- Use understanding and analysis to solve problems.

Technical Legal Practice

- Undertake legal and factual research and present the findings accurately and clearly.
- Use precedents and draft documents, using plain and succinct language.
- Assist with legal matters and transactions.

Managing themselves and their own work

- Manage work activities to ensure that they are completed on time and to an appropriate standard, including:
 - a. Keep others informed of progress.
 - b. Ability to work under pressure and willingness to accept changing priorities when new jobs need to be done.
 - c. Paying appropriate attention to detail.

- Practise good file management - prepare and collate bundles, take and file accurate notes, close and review files, maintain databases, version control.
- Work in accordance with good business practice - maintain an understanding of the basic financial drivers, time recording and billing processes relevant to the role and firm.

Systems and resources

- Know how to use systems, equipment and technology to meet the needs of your clients.

Working with other people

- Communicate clearly and effectively, both orally and in writing.
- Establish and maintain effective and professional relations with others, including an ability to work with people at all levels towards achieving internal and external clients' and team objectives.

Skills

Interpersonal skills

- Use a range of questioning skills, including listening and responding in a way that builds rapport, determines client needs and expectations and achieves positive engagement and delivery.

Communication

Depending on the job role and work environment:

- Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and/or
- Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing client interactions.

- Use an appropriate 'tone of voice' in all communications, including written and digital, that reflect the firms' values.

Personal organisation

- Be able to organise themselves, prioritise their own workload/activity and work to meet deadlines.

Dealing with client conflict and challenge

- Demonstrate patience and calmness.
- Show understanding of the client's point of view.
- Use appropriate sign-posting or resolution to meet your clients' needs and manage expectations.

Behaviours / Attitude

Developing self

- Take ownership for keeping their service knowledge and skills up-to-date.
- Consider personal goals and propose development that would help achieve them.

Being open to feedback

- Act on and seek feedback from others to develop or maintain personal service skills and knowledge.

Team working

- Frequently and consistently communicate and work with others in the interest of helping clients efficiently.
- Share personal learning and case studies with others, presenting recommendations, and improvement to support good practice.

Equality – treating all customers as individuals

- Treat clients as individuals to provide a personalised customer service experience.
- Uphold your organisation's core values and service culture through their actions.

Presentation – dress code, professional language

- Demonstrate personal pride in the job through appropriate dress and positive and confident language.

'Right first time'

- Use communication behaviours that establish clearly what each client requires and manage their expectations.
- Take ownership from the first contact and then take responsibility for fulfilling their promise, or pass on to an appropriate colleague in a professional and timely manner.

Training, Tutoring and Assessment

The delivery model for our legal apprenticeships uses a blended model of face-to-face contact with online learning activities via our dedicated Virtual Learning Environment (VLE), Moodle. We offer both day time and evening College attendance to suit the specific needs of a wide range of employers. This approach also allows us to meet the needs of a wider range of students, giving them direct access to the teaching and assessing staff within a classroom setting, along with their peers, but also the flexibility to do follow-up work and preparation remotely via the dedicated course pages on the VLE.

The whole programme takes a minimum of 24 months to complete, at which point your apprentice can start their final assessment. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but training and one-to-one tutoring are a key part of the new apprenticeship standards, not just assessment, with more time on tutoring as part of the 20% off-the-job training.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a portfolio to track their learning and development throughout the apprenticeship.

End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment. The assessment plan has been designed by a range of law firms and legal departments with experience in employing paralegals. It has been developed with close involvement of CILEx Regulation and the Solicitors Regulation Authority (SRA) who may seek to rely on successful completion of this standard to provide exemptions from the on-programme requirements for onward qualification as either a Chartered Legal Executive (CLE) or a solicitor.

The assessment will consist of two parts; a portfolio (Part 1) and two scenarios (Part 2). Each part will be developed and delivered by the College and assessed by the Assessment Organisation (CILEx). Each part of the final assessment will be completed no earlier than the last four months of the apprenticeship; Part 1 must be completed before Part 2 is attempted.

PART 1 End Point Assessment (Portfolio)

Marked and graded by the Assessment Organisation not involved in training:

- Evidence of using knowledge and understanding of relevant law and practice to solve problems
- Evidence of undertaking appropriate legal research
- Evidence of assisting with a legal matter/transaction
- Evidence of balancing competing priorities
- Evidence of good file management
- Evidence of ability to work with others

PART 2 End Point Assessment (Scenario)

Marked and graded by the Assessment Organisation not involved in training:

- Knowledge and understanding of law and practice
- Application of knowledge and understanding of law in relevant area of practice to solve a problem
- Ability to draft a document
- Ability to produce accurate written work
- Ability to work to deadlines

For more information on the assessment for the Paralegal Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.

Apprenticeship Entry Requirements

Apprentices will be required to have 5 x GCSEs with minimum Grades 4/5, including English Language and Maths, prior to being accepted onto the apprenticeship. We will provide any English and Maths tuition required.

Future/Other Opportunities

- Level 3 Professional Diploma in Law & Practice 'Top Up'
- Level 6 Apprenticeship in Law (Chartered Legal Executive)
- Level 7 Apprenticeship in Law (Solicitor)

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email employer@sheffcol.ac.uk or call **0114 260 2600** to speak to one of our friendly employer advisors.

Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We have extensive experience in delivering CILEx qualifications and have a large and growing part-time provision at Level 3 and Level 6, including the Graduate Fast Track Diploma. In terms of high achievement, in January 2017 examinations, 80% of our September 2016 apprentice cohort passed both their CILEx examinations, compared to an average unit pass rate as published by CILEx of between 50-60%. We are awaiting the results from the June 2017 examinations but we are expecting the same or better results. This reflects, among other things, the quality of our teaching and learning and the knowledge and experience of all delivery staff. It also reflects the hard work and efforts made by our apprentices who feel motivated and supported by the College and the delivery team.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

Get In Touch

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