

# apprenticeship FRAMEWORK

## Legal Advice

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

For any previous versions of this framework: [www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)

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Published By

Skills for Justice (Justice,  
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Apprenticeship Certification  
Wales

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# Framework information

## Information on the Issuing Authority for this framework:

### Skills for Justice (Justice, Community Safety and Legal Services)

The Apprenticeship sector for occupations in fire and rescue services, policing and law enforcement, custodial care, courts service, prosecution service, forensic science (also includes Legal Services, Youth Justice, Probation/Offender Management, Community Justice).

|  |  |
|--|--|
| Issue number: 2                                    | <b>This framework includes:</b>  |
| Framework ID:<br>FR04206                           | Level 2 <input checked="" type="checkbox"/><br>Level 3 <input checked="" type="checkbox"/><br>Level 4-7 <input type="checkbox"/> |
| Date this framework is to be reviewed by: 31/12/19 | <b>This framework is for use in: Wales</b>   |

## Short description

This framework is for those providing initial legal advice to clients. There are two levels:

- Level 2 Apprenticeship in Supporting Legal Advice Provision
- Level 3 Apprenticeship in Providing Initial Legal Advice

At Level 2 apprentices will work as Legal Signposting Advisers. They will act as the first point of contact for clients and assess their needs and refer to appropriate colleagues or external organisations.

At Level 3 apprentices will work as a Generalist Legal Adviser or Caseworker. They will provide general legal advice to clients. This will include supporting the client to plan, implement and review action.

# Contact information

## Proposer of this framework

This framework was proposed by Citizens Advice Bureau. Employer input was collected through an on-line survey and employer engagement meetings which gathered the views of a wide range of individuals and organisations. The qualifications in this framework are underpinned by National Occupational Standards (NOS).

## Developer of this framework

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## Issuing Authority's contact details

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Issuer contact name: Contact Name

Issuer contact phone: 0114 284 1930

Issuer Email: [issuing.authority@skillsforjustice.com](mailto:issuing.authority@skillsforjustice.com)

## Contact Details

Who is making this revision |Name|

Your organisation |Skills for Justice|

Your email address: |[issuing.authority@skillsforjustice.com](mailto:issuing.authority@skillsforjustice.com)|

# Revising a framework

## Why this framework is being revised

|To remove qualifications that are no longer available in Wales

## Summary of changes made to this framework

|To remove qualifications that are no longer available in Wales.

## Qualifications removed

|ProQual Level 2 Certificate in Supporting Legal Advice Provision 600/1981/5

|ProQual Level 3 Certificate in Providing Initial Legal Information and Advice 600/2165/2

## Qualifications added

|N/A|

## Qualifications that have been extended

|N/A

# Purpose of this framework

## Summary of the purpose of the framework

### Legal Advice

This framework focuses on the provision of legal information, advice and representation services to the general public. The definition of legal advice that has been agreed by the sector is advice and information provided to members of the public about their rights, entitlements and responsibilities under the law, and advice provision that is independent i.e. the advice is in the best interests of the client and is not influenced in any way by the interests or views of anyone other than the client.

In 2007 a survey of the legal advice workforce by the Legal Services research centre suggested "The publicly funded legal advice sector in England and Wales spans three discrete subsectors, each with its own profile, namely, private practice firms, Not for Profit organisations and statutory bodies. There are approximately 8,700 organisations delivering legal advice services supported by public funding."

This framework has been developed primarily with Not for Profit organisations in Wales and those whose primary focus is providing legal advice to the public. These organisations often comprise paid staff and unpaid volunteers. The introduction of this framework will help to professionalise the Legal Advice workforce by providing career progression pathways. It will also serve to alter the demographics of the workforce as it will encourage young people to enter the sector.

Feedback from employers suggests that many volunteers working in legal advice are often not looking for career progression. An Apprenticeship should help to professionalise legal advice and encourage more volunteers who are looking for a long term career. One employer estimates that the introduction of an Apprenticeship will mean they are able to offer paid Apprenticeships to approximately 12.5% of their volunteer workforce.

### Level 2 Pathway

This pathway is aimed at members of the legal advice workforce who are likely to be the first point of contact for clients. They will need to be able to communicate with clients, establish their needs and expectations of the service, provide relevant information about the service and, if appropriate, signpost them to an adviser, either within their own organisation or another agency. They provide a 'triage' service. Apprentices will develop their skills, knowledge & understanding about where to find legal information materials and will give basic advice. Job titles will vary depending on employer but this role is often referred to as a Legal Signposting Adviser.

## Level 3 Pathway

This pathway is aimed at advisers who provide initial legal information and advice to clients. They manage client interviews and will also be required to research further detail electronically, either through the internet or through their organisation's intranet. Job titles may vary but will often be referred to as a Generalist Legal Adviser or Caseworker.

This framework will also contribute to meeting the skills priorities for Wales by:

- providing flexible access to a high quality level 2/3 skills programme, as an alternative to academic qualifications, for those who prefer this style of learning and achievement
- incorporating skills to improve the levels of general literacy, numeracy and ICT in Wales
- using combined technical and competence qualifications, valued by employers, to help productivity
- developing apprentice's employability skills, making them more attractive to all employers whichever career they choose
- providing a career pathway into jobs and training at levels 2 and 3, to provide the skills which the economy needs to grow
- building on the existing quality learning provision for the legal advice sector in Wales

## Aims and objectives of this framework (Wales)

### Aim

To professionalise the workforce through the creation of career pathways which attract new entrants to the legal advice sector.

### Objectives

- To contribute towards professionalising the legal advice workforce
- To aid recruitment and retention in to legal advice roles
- To highlight career paths and provide progression routes into higher level jobs
- To develop a consistent national standard for the legal advice workforce
- To create new jobs and widen participation

# Entry conditions for this framework

There are no formal entry requirements for this framework.

However many employers will expect a good standard of literacy and numeracy (eg. GCSE grades A\*-C) demonstrated either through qualifications or a proven ability to work at this level, such as experience gained through employment or voluntary work.

## Relaxations and proxies:

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Please refer to the on and off the job training section for guidance about prior attainment and achievement. The following is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in the Specification of Apprenticeship Standards for Wales (SASW), however providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace.

## Essential Skills Wales:

- If applicants already have GCSEs in English and Maths they still have to complete the Essential Skills Wales (ESW), at the relevant level as these are new qualifications and proxies do not exist.
- If applicants already have achieved Key Skills at the relevant level, they will not have to complete the relevant ESW, however apprentices can be encouraged to complete ESW at a higher level if appropriate.

## Prior experience:

- Applicants already working in the sector will be able to have their prior experience recognised by the awarding organisation and this will count towards the combined qualifications in this framework.

## Initial assessment:

- Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability, to allow the tailoring of programmes to meet individual needs and to recognise prior qualifications and experience. Initial assessment should not be used for screening purposes.



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# Level 2

Title for this framework at level 2

## Foundation Apprenticeship in Legal Advice

Pathways for the framework at level 2:

Pathway 1: Supporting Legal Advice Provision

# Level 2, Pathway 1: Supporting Legal Advice Provision

## Description of this pathway

Legal Advice (Supporting Legal Advice Provision)

The total number of credits that an apprentice must attain on the Qualifications and Credit Framework (QCF) for the pathway is **43**.

The credit values are broken down as follows:

- 25 credits combined qualification
- 18 credits Essential Skills Wales in Communication, Application of Number and ICT

## Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway. General entry requirements are specified in the general entry conditions section.

| Job title(s)              | Job role(s)  |
|---------------------------|--|
| Legal Signposting Adviser | Act as the first point of contact for legal advice clients. Help clients to access basic legal information and signpost to more senior/specialist colleagues or other services depending on a basic assessment of the clients needs. |

## Qualifications

### Competence qualifications available to this pathway

N/A

### Knowledge qualifications available to this pathway

N/A

### Combined qualifications available to this pathway

| B1 – Level 2 Certificate in Supporting Legal Advice Provision |            |                       |              |                       |                   |
|---|------------|-----------------------|--------------|-----------------------|-------------------|
| No.   | Ref no.    | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| B1a   | 600/9034/0 | SFJ Awards            | 25           | 163                   | N/A               |

### Relationship between competence and knowledge qualifications

The Level 2 Certificate in Supporting Legal Advice Provision (B1) must be completed. To ensure a robust assessment process knowledge and competence must be separately assessed. Whilst completing B1 apprentices will achieve a minimum of 11 credits towards knowledge and a

minimum of 14 competence credits depending on the optional units chosen. Within each of the units in the Level 2 Certificate in Supporting Legal Advice Provision (B1) knowledge and competence are combined. As a general rule, learning outcomes that begin 'Know how to...' or 'Understand...' are concerned with knowledge. Learning outcomes that begin 'Be able to...' are concerned with competence. To aid separate assessment a breakdown of credits for knowledge and competence is included below for each of the QCF units:

From the mandatory units apprentices will achieve 10 knowledge credits and 12 competence credits:

- R/502/7657 Communicating with legal advice clients (knowledge 2, competence 1)
- D/503/0822 Supporting clients to make use of the legal advice service (knowledge 1, competence 2)
- R/502/7660 Enabling legal advice clients to access signposting and referral opportunities (knowledge 1, competence 2)
- Y/502/7661 Evaluating own practice in a legal advice context (knowledge 3, competence 2)
- K/601/1216 Recognise diversity when delivering customer service (knowledge 2, competence 3)
- M/502/8542 Obtaining and providing legal information materials (knowledge 1, competence 2)

From the optional group a minimum of 1 knowledge credit and 2 competence credits will be achieved. This may be more depending on the unit chosen:

- R/502/8453 Providing legal information and advice using the telephone (knowledge 1, competence 2)
- T/601/3101 Contributing to effective team working (knowledge 3, competence 3)
- L601/0933 Give customers a positive impression of yourself and your organisation (knowledge 1, competence 4)

### **Assessment of knowledge and competence**

Competence should be assessed mainly through observation in the workplace. Knowledge should not be inferred whilst assessing competence. It should be delivered and assessed separately via a method such as a test, assignment, professional discussion, questioning etc. |

# Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

## Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Communication achievement above the minimum SASW requirement?** YES  NO

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

## Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Application of Number achievement above the minimum SASW requirement?** YES  NO

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

### Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES**  **NO**

### Digital Literacy (ICT)

**Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).**

For the current **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement?** **YES**  **NO**

If YES, please state the grade/level required for **Digital Literacy (ICT)** and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

# Progression routes into and from this pathway

## Progression into this pathway

### Entry into this pathway may be:

- direct entry from a school or college
- from unemployment
- from volunteer roles
- direct entry from another occupation eg. administration, customer service

## Progression from this pathway

### *Jobs:*

- roles within legal advice such as: Generalist Adviser, Caseworker
- roles within the wider sectors: Paralegal, Customer Service Adviser, Administrator, Call Centre Operator (note some of these roles may require further experience or training)

### *Further training and qualifications including:*

- Level 3 Apprenticeships such as: Providing Legal Advice, Legal Services, Customer Service, Business Administration
- Level 3 qualifications such as Providing Initial Legal Advice, Customer Service, Business Administration

For more information on careers see the Skills for Justice website at:

<https://www.sfjuk.com/about/sectors>

## UCAS points for this pathway:

N/A



# Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES**  **NO**

## Delivery and assessment

Employee Rights and Responsibilities (ERR) is a mandatory part of all Apprenticeships. All apprentices must understand their rights and responsibilities with regards to equal opportunities and health and safety. It is important that all apprentices receive a thorough induction into their organisation. This induction can contribute evidence and examples towards meeting the requirements for ERR. The Skills for Justice *Workbook for Apprentices* must be completed as part of the Apprenticeship framework. The apprentice must gather evidence and complete the workbook under the supervision and guidance of their assessor/manager.

The course of training in ERR must be align to the nine national outcomes which are set out in the Specification of Apprenticeship Standards for Wales (SASW).

## How to meet the requirements for ERR

Apprentices must complete the ERR section in the Skills for Justice *Workbook for Apprentices* as part of their Apprenticeship.

## Evidence of achievement of ERR

Providers will need to confirm that apprentices have completed the requirements around ERR set out in this framework when applying for completion certificates via Apprenticeship Certificates Wales (ACW). For more details see: [acwcerts.co.uk/web/](http://acwcerts.co.uk/web/)

# Level 3

Title for this framework at level 3

## Apprenticeship in Legal Advice

Pathways for the framework at level 3:

Pathway 1: Providing Initial Legal Advice

# Level 3, Pathway 1: Providing Initial Legal Advice

## Description of this pathway

Legal Advice (Providing Initial Legal Advice)

The total number of credits that an apprentice must attain on the Qualifications and Credit Framework (QCF) for the pathway is **47**.

Credit values are broken down as follows

- 29 credits combined qualification
- 18 credits Essential Skills Wales in Communication, Application of Number and ICT

## Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway. General entry requirements are specified in the general entry conditions section.

| Job title(s)                        | Job role(s)   |
|-------------------------------------|---|
| Generalist Legal Adviser/Caseworker | Provide general legal advice to clients on a range of common legal issues helping them to plan, implement and review action. Assess the need for referral to Specialist Legal Advisers. May also negotiate on behalf of clients and help them to prepare for legal matters. |

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

### B1 – Level 3 Certificate In Providing Initial Legal Information and Advice

| No. | Ref no.    | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
|-----|------------|-----------------------|--------------|-----------------------|-------------------|
| B1a | 600/9010/8 | SFJ Awards            | 29           | 187                   | N/A               |

## Relationship between competence and knowledge qualifications

The Level 3 Certificate in Providing Initial Legal Information and Advice must be completed. To ensure a robust assessment process knowledge and competence must be separately assessed. Whilst completing the Level 3 Certificate in Providing Initial Legal Information and Advice apprentices will achieve a minimum of 13 credits towards knowledge and 13 credits towards competence depending on the optional units chosen. Within each of the units in the mandatory group in Level 3 Certificate in Providing Initial Legal Information and Advice knowledge and competence are combined. As a general rule, learning outcomes that begin 'Know how to...' or 'Understand...' are concerned with knowledge. Learning outcomes that begin 'Be able to...' are concerned with competence. To aid separate assessment a breakdown of credits for knowledge and competence is included below for each of the QCF units:

From the mandatory units apprentices will achieve 9 knowledge credits and 10 competence credits:

- M/502/8945 Supporting legal advice clients to plan, implement and review action (knowledge 1 competence 2)
- R/502/8680 Providing legal advice to clients (knowledge 2 competence 3)
- J/502/8868 Managing interviews with legal advice clients (knowledge 1 competence 2)
- T/502/8946 Using electronic means to research legal information and advice (knowledge 2 competence 1)
- Y/502/7661 Evaluating own practice in a legal advice context (knowledge 3 competence 2)

From optional group one a minimum of 2 knowledge credits and 3 competence credits will be achieved. This may be more depending on the units chosen. Apprentices must choose a minimum of 2 units:

- H/502/7677 Managing legal advice cases (knowledge 2 competence 3)
- D/502/8679 Providing continuing support to legal advice clients (knowledge 1 competence 2)
- H/502/8683 Supporting legal advice clients to act on their own behalf (knowledge 1 competence 2)
- Y/502/8678 Providing and receiving referrals on behalf of legal advice clients (knowledge 1 competence 2)
- K/502/8541 Negotiating on behalf of legal advice clients (knowledge 2 competence 1)
- F/502/8867 Facilitating legal advice using an interpreter (knowledge 1 competence 2)
- L/502/7673 Liaising with other services (knowledge 1 competence 2)
- T/502/8543 Preparing cases for representation in formal proceedings (knowledge 1 competence 4)
- Y/602/5080 Contribute to the prevention and management of inappropriate behaviour (knowledge 1 competence 2)
- R/502/8453 Providing legal information and advice using the telephone (knowledge 1 competence 2)

Finally optional group two is a group of knowledge only units. From this group apprentices must choose a minimum of 1 unit:

- T/502/8879 Providing initial legal advice in housing law (4 knowledge)
- Y/502/8910 Providing initial money and debt legal advice (4 knowledge)
- H/502/8876 Providing initial employment legal information and advice (4 knowledge)
- F/502/8870 Providing initial legal advice in consumer law (4 knowledge)
- K/502/8880 Providing initial legal advice in welfare rights (4 knowledge)
- J/502/8885 Providing initial disability discrimination legal information and advice (4 knowledge)
- K/502/8877 Providing initial health and community care legal information and advice (4 knowledge)
- L/502/8869 Providing initial information and advice in education law\* (knowledge 2)

competence 2)

- M/502/8881 Providing initial advice on family law (4 knowledge)
- R/502/8887 Providing initial discrimination legal information and advice (4 knowledge)
- M/502/8878 Providing initial legal advice in mental health law (4 knowledge)
- J/502/8949 Providing initial advice to young people on their rights under the law (7 knowledge)

*\*Please note this unit has both knowledge and competence credits*

### **Assessment of knowledge and competence**

Competence should be assessed mainly through observation in the workplace. Knowledge should not be inferred whilst assessing competence. It should be delivered and assessed separately via a method such as a test, assignment, professional discussion, questioning etc.

# Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

## Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Communication achievement above the minimum SASW requirement?** YES  NO

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

## Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Application of Number achievement above the minimum SASW requirement?** YES  NO



If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

### Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES**  **NO**

### Digital Literacy (ICT)

**Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).**

For the current **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement?** **YES**  **NO**

If YES, please state the grade/level required for **Digital Literacy (ICT)** and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

# Progression routes into and from this pathway

## Progression into this pathway

*Entry into this pathway may be:*

- direct entry from a school or college
- from unemployment
- from volunteer roles
- direct entry from another occupation eg. administration, customer service
- progression from the Level 2 Foundation Apprenticeship in Legal Advice

## Progression from this pathway

*Jobs:*

- roles within legal advice such as: Specialist Legal Adviser, Training Supervisor, Team Leader (Note these roles may require additional experience and training)
- roles within the wider sectors: Paralegal, Customer Service Adviser, Administrator, Contact Centre Operator

*Further training and qualifications including:*

- Higher Level Apprenticeships such as: Legal Services, Business Administration
- Level 4 qualifications such as: Diploma in Providing Specialist Legal Advice and Casework
- Degree in Advice Skills

For more information on careers see the Skills for Justice website at:

<https://www.sfjuk.com/about/sectors>

## UCAS points for this pathway:

N/A

# Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES**  **NO**

## Delivery and assessment

Employee Rights and Responsibilities (ERR) is a mandatory part of all Apprenticeships. All apprentices must understand their rights and responsibilities with regards to equal opportunities and health and safety. It is important that all apprentices receive a thorough induction into their organisation. This induction can contribute evidence and examples towards meeting the requirements for ERR. The Skills for Justice *Workbook for Apprentices* must be completed as part of the Apprenticeship framework. The apprentice must gather evidence and complete the workbook under the supervision and guidance of their assessor/manager.

The course of training in ERR must be align to the nine national outcomes which are set out in the Specification of Apprenticeship Standards for Wales (SASW).

## How to meet the requirements for ERR

Apprentices must complete the ERR section in the Skills for Justice *Workbook for Apprentices* as part of their Apprenticeship.

## Evidence of achievement of ERR

Providers will need to confirm that apprentices have completed the requirements around ERR set out in this framework when applying for completion certificates via Apprenticeship Certificates Wales (ACW). For more details see: [acwcerts.co.uk/web/](http://acwcerts.co.uk/web/)

*The remaining sections apply to all levels and pathways within this framework.*

# How equality and diversity will be met

A survey by the Legal Services Research Centre 2007 highlights some interesting findings:

- The sector as a whole has only 4% of workers aged under 25, while 7.5% are over 65
- Women make up 67% of the overall workforce with the non profit and statutory sectors having an even higher percentage of female workers
- 13.3% of the workforce are Black and Minority Ethnic (BME), this compares favourably with the UK average of 9% for BME workers.

The likely reasons for the low levels of young people in the sector are:

- a perceived lack of career opportunities within legal advice leading to;
- an aging workforce of volunteers, for who legal advice is a secondary occupation
- lack of an Apprenticeship route to attract young people

In order help to address these issues this framework has been developed to enable legal advice organisations to professionalise occupations and attract high calibre people into the sector whose aim is a career within legal advice.

Apprenticeships are seen as a vital route to encourage a greater diversity of individuals into the industry, therefore entry conditions to this framework are extremely flexible, mentoring has been included to offer additional support and increase the chances of apprentices staying in a position.

Training providers and employers **MUST** comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the industry, using the 9 protected characteristics of:

1. age
2. disability
3. gender
4. gender reassignment
5. marriage and civil partnerships
6. pregnancy and maternity
7. race

8. religion and belief
9. sexual orientation

More information about the Equality Act can be found here:

[www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance)

Skills for Justice will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement. |

# On and off the job training

## Summary of on- and off-the-job training

Total on and off the job training hours for this framework:

L2 Legal Advice - 370 hours (minimum)

L3 Legal Advice - 394 hours (minimum)

### **Off the job training:**

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off the job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off the job hours for this framework can be verified for apprenticeship certification.

#### *Previous attainment:*

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF, or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications. For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the apprenticeship certificate.

#### *Previous experience:*

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised. To count towards apprenticeship certification, previous experience must be recorded using the appropriate awarding organisation's QCF "Recognition of Prior Learning" procedures and the hours recorded may then count towards the off the job hours required to complete the apprenticeship. For apprentices with prior un-certificated learning experience, the off the job learning must have been acquired within 5 years of application for the apprenticeship certificate or the apprentice must have been continuously employed in the relevant job role in the industry for 2 years.

### **On the job training:**

On the job training must be received whilst working under an apprenticeship agreement.

#### *Previous attainment and experience:*

On the job training hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL) procedures (as off the job above). The amount of on the job training required to

complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of on the job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with an employer may bring a range of prior experience with them. When an apprentice can claim towards the on the job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'. Training providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace. Customisation programmes may involve:

- selecting appropriate additional unit(s) from QCF qualifications
- relevant units recognised as Quality Assured Lifelong Learning (QALL) through a CQFW recognised body
- following Essential Skills Wales at a level higher than the minimum specified in the framework
- including one or more Wider Key Skills
- including other competency-based qualifications / units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the apprenticeship certificate or the apprentice must have been continuously employed in the industry for 2 years. Job roles within legal Advice require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

## **Certification**

Providers will be responsible for ensuring that the minimum requirements for on and off the job training has been met when applying for apprenticeship certificates.

## **Off-the-job training**

Off the job training is defined as time for learning activities away from normal work duties.

The minimum off the job training hours are shown below:

### **Level 2 Legal Advice**

An apprentice will need to complete a minimum of 279 hours off the job.

### **Level 3 Legal Advice**

An apprentice will need to complete a minimum of 292 hours off the job.

## **How this requirement will be met**

### **Level 2 Legal Advice**

The off the job requirement is calculated as follows:

- 72 hours for the knowledge element in the Level 2 Certificate in Supporting Legal Advice Provision

- 60 hours Level 1 Essential Skills Wales in Communication
- 60 hours Level 1 Essential Skills Wales in Application of Number
- 60 hours Level 1 Essential Skills Wales in ICT
- 5 hours Appraisals related to this Apprenticeship programme
- 10 hours for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 12 hours minimum for mentoring

### **Level 3 Legal Advice**

The off the job requirement is calculated as follows:

- 85 hours for the knowledge element in the Level 3 Certificate in Providing Initial Legal Information and Advice
- 60 hours Level 2 Essential Skills Wales in Communication
- 60 hours Level 2 Essential Skills Wales in Application of Number
- 60 hours Level 2 Essential Skills Wales in ICT
- 5 hours Appraisals related to this Apprenticeship programme
- 10 hours for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 12 hours minimum for mentoring

Off the job training needs to:

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager be delivered during contracted working hours be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative / networked learning with peers; guided study and induction
- be recorded, for example in a log book or diary.

### **Evidence of off the job training - all levels:**

- The completion certificate for the relevant combined qualification
- Level 1 (or higher) Essential Skills Wales Certificates for Application of Number, Communication and ICT for the Level 2 Legal Advice Apprenticeship
- Level 2 (or higher) Essential Skills Wales Certificates for Application of Number, Communication and ICT for the Level 3 Legal Advice Apprenticeship
- Completed *Workbook for Apprentices* (ERR) - not required at certification. Providers will be required to confirm that requirements around ERR have been met through the Apprenticeship Certificates Wales system: [acwcerts.co.uk/web/](http://acwcerts.co.uk/web/)
- Coaching and mentoring record, log or diary - not required at certification

### **On-the-job training**

On the job training is defined as skills, knowledge and competence gained within normal work



duties.

The minimum on the job training hours are shown below:

### **Level 2 Legal Advice**

An apprentice will need to complete a minimum of 91 hours on the job

### **Level 3 Legal Advice**

An apprentice will need to complete a minimum of 102 hours on the job

## **How this requirement will be met**

The minimum on the job training hours are calculated as follows:

### **Level 2 Legal Advice**

- 91 hours for the competence based elements in the Level 2 Certificate in Supporting Legal Advice Provision

### **Level 3 Legal Advice**

- 102 hours for the competence based elements in the Level 3 Certificate in Providing Initial Legal Advice

### **On the job training needs to:**

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- be delivered through one or more of the following methods: individual and group teaching; e-learning; coaching; mentoring; feedback and assessment; collaborative/networked learning with peers
- be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer. These records of hours may need to be submitted to the Certifying Authority when applying for an apprenticeship completion certificate

### **Evidence of on the job training - all levels:**

- The completion certificate for the relevant competence based qualification |

# Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

|                           |
|---------------------------|
| Enter Qualification Names |
|---------------------------|

## Improving own learning and performance

Improving own learning and performance is not mandatory.

However, providers and apprentices are encouraged to record where and when this Wider Key Skill is being used so that evidence can be gathered to allow apprentices to claim Recognition of Prior Learning (RPL) in the future.

## Working with others

Working with others is not mandatory.

However, providers and apprentices are encouraged to record where and when this Wider Key Skill is being used so that evidence can be gathered to allow apprentices to claim RPL in the future.

## Problem solving

Problem solving is not mandatory.

However, providers and apprentices are encouraged to record where and when this Wider Key Skill is being used so that evidence can be gathered to allow apprentices to claim RPL in the future.

# apprenticeship FRAMEWORK

For more information visit-  
[www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)