## FREEDOM LAW CLINIC

# FREEDOM LAW SCHOOL

STUDENT PROSPECTUS 2025 - 2026

> FREEDOM LAW CLINIC TRANSFORMING LEGAL EDUCATION EST 2015









#### Welcome to the Freedom Law Clinic

My name is Luke Gittos, a partner at Murray Hughman Solicitors. In 2015, I founded the Freedom Law Clinic with the aim of using students to review cases involving alleged miscarriages of justice. Nine years later, the clinic has grown into a national provider of clinical legal education. We have collaborated with universities across the country, including all the London Law Schools. We are proud that many of our early alumni now have thriving legal careers, with many referencing the Clinic as a pivotal part of their professional journey.

At Freedom Law Clinic, we use legal education to deliver first-class pro bono services to people in our community. We believe that legal education can be a powerful tool for social good, and that passionate students can start changing the world from the day they begin their training. Our framework provides you with the skills and opportunities to deliver world-changing pro bono work.

Our SQE2 course integrates rigorous academic training with qualifying work experience (QWE). This means you will learn the essential skills required for the SQE2 assessments while engaging in real-life legal work. Our work is oriented around community needs, offering legal assistance across various disciplines. As you progress through your QWE, we will assess your work in accordance with the SQE2 marking criteria, ensuring that all your efforts are aligned with the standards of the examination.

Since our inception, we have partnered with over 30 esteemed universities, enabling us to provide top-level clinical education alongside students' regular studies. This integrated approach allows students to gain invaluable practical experience and exposure to real-world legal cases from the early stages of their education. A flagship program we offer is our undergraduate criminal appeals program, where students work on genuine criminal cases under the guidance and supervision of experienced solicitors.

We believe there is a better way to do legal education, one that combines academic excellence with practical experience and social impact. If you share our vision and are ready to make a difference, get in touch. Join us at Freedom Law Clinic, and be part of a community dedicated to changing the world through legal education and pro bono service.







#### **INTRODUCTION TO SQE**

Solicitors Qualifying Exam (SQE): Your Path to Becoming a Solicitor

Welcome to the Freedom Law Clinic, your gateway to a career in law. We're excited to guide you through the Solicitors Qualifying Exam (SQE), the new standard for qualifying as a solicitor in England and Wales.

We are the only provider to seamlessly integrate SQE training with Qualifying Work Experience, meaning you start doing meaningful legal work from day one of your course.

SQE: A Comprehensive Overview

What is the SQE?

The SQE, introduced in September 2021, is a unified assessment that every aspiring solicitor must complete. It represents a significant shift from traditional legal training, demanding a fresh approach to exam preparation.

**SQE1: Functioning Legal Knowledge** 

In the SQE1, your knowledge will be tested through multiple choice questions covering areas like Business Law, Dispute Resolution, and the Legal System of England and Wales, among others. A complete list of topics can be found on the SRA website.

**SQE2: Practical Legal Skills** 

SQE2 assesses your practical legal skills, including client interviewing, advocacy, legal writing, and more. It's a hands-on evaluation of your ability to apply legal knowledge in real-world scenarios.

The Road to Qualification

The journey to becoming a solicitor under the SQE framework involves several key steps:

- 1. Undergraduate Degree: Hold an undergraduate degree or equivalent, in any field.
- 2. SQE1 Exam: Pass the SQE1 to demonstrate your Functioning Legal Knowledge.
- 3. SQE2 Exam: Complete the SQE2 for practical legal skills assessment.
- 4. Qualifying Work Experience (QWE): Gain two years of relevant legal experience.







Our **SQE** and **QWE** Combined **Programme** is a unique and challenging course designed for individuals who see the law as more than a career—it's a tool for change, justice, and advocacy. If you're passionate about using the law to improve lives, and you're ready to push yourself in an intellectually demanding and fulfilling environment, this is the programme for you.

#### Is This the Right Programme for You?

Our SQE and QWE Combined Programme isn't for everyone. We're not looking for students who simply want to tick a box, pass the SQE quickly, or secure a training contract at a magic circle firm.

We're looking for individuals with **passion, potential, and commitment**—those who want to dedicate themselves to meaningful legal work and see the law as a tool to drive positive change in the world.

#### This Programme Is for You If You Are:

#### 1. Committed to gaining immediate work experience.

From the start of the programme, you'll immerse yourself in full-time clinical legal work for a minimum of nine months, gaining hands-on experience with real clients and cases.

#### 2. Eager to receive comprehensive SQE training.

Our teaching programme provides detailed preparation for both SQE1 and SQE2, ensuring you master both legal knowledge and practical skills.

#### 3. Motivated to help vulnerable people.

You'll work on cases that have a direct impact on people's lives, including those involving housing, welfare, and domestic violence.

#### 4. Ready to prove yourself in a challenging environment.

This programme demands dedication, perseverance, and a commitment to excellence. If you thrive on challenges, you'll excel here.

#### **Programme Structure**

Our SQE and QWE Combined Programme is structured to help you succeed not only in passing the SQE exams but also in developing the skills and experience needed to thrive as a solicitor.

Key Components of the Programme







#### 1. Weekly SQE Teaching

You'll attend **five hours of weekly SQE teaching**, conveniently scheduled outside office hours to accommodate your other commitments. Our teaching is designed to provide indepth knowledge of both SQE1 and SQE2, ensuring you're well-prepared for the exams.

#### 2. Full-Time Clinical Legal Work

For a minimum of nine months, you'll engage in **full-time clinical work**, gaining hands-on experience while accumulating your Qualifying Work Experience (QWE). This practical work will expose you to real-life legal challenges and help you develop the professional skills necessary for a successful legal career.

#### 3. Specialist Professional Modules

Our programme includes focused modules on critical areas of law, including:

- Complex Criminal Appeals
- Public Law and Civil Liberties
- Fitness to Practise
- Domestic Violence
- Welfare and Housing

These modules are designed to equip you with the expertise to handle cases in some of the most impactful areas of law.

#### 4. Two Cycles of Teaching

You'll benefit from two comprehensive teaching cycles:

- Knowledge Seminars: Build a strong foundation in legal concepts and principles.
- **Revision Sessions:** Prepare intensively for the SQE exams with targeted revision sessions leading up to the exam dates.

#### 5. One Year of Training and Support

Once you join the programme, you'll train with us for at least a year. This ensures you have ample time to prepare for SQE1, gain practical experience, and develop the skills necessary to excel as a solicitor.

#### Start Dates for 2025

We're offering multiple start dates throughout 2025 to provide flexibility for our students. Choose the date that works best for you:





- 3rd February 2025
- 17th March 2025
- 21st April 2025
- 1st September 2025
- 13th October 2025

#### What We're Looking For in Applicants

At FLC, we're looking for more than just academic qualifications. We're seeking individuals who have the drive and determination to excel in a demanding and meaningful environment.

#### Do You Have What It Takes?

Ask yourself the following questions:

#### 1. Am I capable of working extremely hard?

This programme requires dedication and a strong work ethic.

#### 2. Am I willing to go the extra mile for clients?

You'll work with vulnerable clients who rely on you to advocate for them and achieve justice.

#### 3. Am I passionate about making a difference?

We're looking for individuals who see the law as a way to create positive change in the world.

#### The Application Process

Applications for our 2025 courses are now open. The process is simple but rigorous, designed to ensure we select the most committed and passionate individuals.

#### How to Apply

#### 1. Complete a short application form.

This is your opportunity to tell us about yourself and your motivations.

#### 2. Book an interview slot.

Select a convenient time for your interview.

#### 3. Attend the interview.

We'll discuss your goals, values, and suitability for the programme.

#### 4. Receive confirmation within 48 hours.

You'll receive a decision quickly, so you can start planning your future.









#### What Makes Our Programme Unique?

Unlike traditional law schools, FLC provides a highly personalised and vocational approach to legal training.

#### 1. Individualised Support

Our one-to-one tuition ensures you're held accountable for your progress, both academically and professionally. You won't be able to "float under the radar"—we're here to push you to reach your full potential.

#### 2. Real-World Experience

From day one, you'll work on real cases, gaining the experience and confidence needed to excel as a solicitor.

#### 3. A Commitment to Excellence

We expect our students to commit fully to the programme and to produce work of the highest standard. In return, we'll provide you with the resources, support, and training needed to succeed.

#### Why Choose the SQE and QWE Combined Programme?

The SQE is an accessible, flexible pathway to becoming a solicitor, and our combined programme ensures you're fully prepared for both the exams and the realities of legal practice.

By joining our 2025 programme, you'll:

- Gain immediate access to valuable work experience.
- Receive comprehensive training tailored to the SQE1 and SQE2 exams.
- Develop the skills, knowledge, and confidence needed to succeed as a solicitor.

If you're ready to commit to an SQE programme that will challenge, inspire, and prepare you to make a real difference in the world, we'd love to hear from you.

#### **Apply Now**

Applications for our 2025 courses are open. Start your journey with Freedom Law Clinic and become the kind of lawyer the world needs.

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#### MEET THE TEAM

#### Freedom Law Clinic Team



**Luke Gittos** 

Solicitor, Clinic Director

Having worked in criminal justice since 2009, Luke qualified as a solicitor in 2013 and developed a specialist practice in complex criminal litigation. He is a partner at Murray Hughman Solicitors and as well as founding the clinic also supervises all of our criminal casework and sets the strategic direction for our work.

#### **Grant Ambridge**

Solicitor, Director

Grant is the managing partner at Murray Hughman Solicitors and a highly-regarded expert in complex criminal cases. Since qualifying in 2002 he has focussed exclusively on criminal practice, covering the most serious offences and prosecutions brought by the CPS, HMRC, the NCA and the SFO.





Freedom Law School Tutors

#### **Amber Pierce**

Paralegal, Clinic Administrator

Amber is criminal paralegal for Murray Hughman, primarily assisting in case research. She has a PhD in History, specialising in historians and international criminal tribunals. She was called to the Bar in July 2023 and has been offered pupillage with Foundry Chambers, with the aim of developing a criminal practice, starting in October 2024.

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#### **Katie Kipps**

Katie is a Partner at Muray Hughman Solicitors and has extensive experience with cases ranging from serious crimes to complex frauds, and international drug conspiracies.

Her practice focuses on defending cases brought by the SFO, the Financial Conduct Authority, and the National Crime Agency.

#### **Barbara Strachan**

Barbara is a qualified barrister who specialised in criminal law when in practice. Since then, she has taught and written widely about law with particular interests in criminal law, criminal litigation, wills and probate.





#### **Robin Penfold**

Robin is a solicitor and a financial services specialist with over 15 years' experience of advising businesses operating in the financial services sector on a range of legal and regulatory issues affecting their operations. Robin has worked in legal practice, in industry and for the regulator and regularly writes for the trade and industry press on legal issues affecting the retail financial services sector. Alongside his legal practice, Robin sits as a Deputy District Judge (Civil) on the Western Circuit.





#### QWE - OUR APPROACH

#### **Qualifying Work Experience**

Throughout our course, we will invite you to undertake work on client files. This will be to assist you in building up Qualifying Work Experience to contribute to your process of qualification. This policy document is to ensure that you are clear about the scope of this offering.

We will make as much QWE available to you as possible.

When we get a new case into the clinic, we will immediately consider it for passing on to our students. Our work comes from a number of sources. Cases could come in through our website or through one of our partner organisations. However, as with practice, the availability of work may ebb and flow. There may be periods in which you have concluded all possible work on a particular client file and have not ben provided with a new one. Obviously we cannot guarantee a continuing flow of casework – this would not reflect the reality of day -to – day practice. There are a number of ways you could respond to this:

- a) Take a break! The course is quite full on. You may feel like you need some time to recoup. We would encourage you to do so.
- b) Review your existing files. Is there something you have not explored? Is there a practical task you could undertake which may develop the case? Have you really undertaken all the work that could be done on a particular file?
- c) Find your own QWE! At the clinic, we do not only deliver clients and casework. We also deliver the framework for you to set up opportunities for yourself. FLC Local is our programme to help our students set up local law clinics for their community. Why not seek out your own opportunities for QWE we will do everything we can to help!

#### What Counts?

One advantage in taking QWE through an educational setting like ours is that we are experts in what counts as QWE. Under the SRA regulations, you will need Qualifying Work Experience (QWE) which:

- is experience of providing legal services that gives you the opportunity to develop the prescribed competences for solicitors
- is at least two years' full time or equivalent
- has been done in no more than four organisations

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 has been signed off by either the Compliance Officer for Legal Practice (COLP) or a solicitor in the organisation or by another nominated solicitor.

Anyone can claim QWE so long as it meets these requirements and there is no time limit on when QWE must take place. Candidates can gain experience during or after they sit the SQE assessments.

Candidates only need to register their two years' QWE by the time they apply for admission as a solicitor.

While working with FLC is a great way to get started on your journey towards 2 years QWE, we cannot usually offer students their full requirement of experience. We would also not recommend undertaking all your experience in a clinic setting. Rather, we will work with you to try and ensure that by the conclusion of your work with us, you have the tools to transfer directly into a QWE setting elsewhere.

**QWE Supervisors** 

All students are assigned a QWE supervising solicitor. They are the person who checks your work, making sure that you've complied with the relevant QWE guidelines that will allow you to progress to the next tier of cases (see below).

QWE Appraisals

Periodically, we will undertake QWE appraisals with our SQE students. These will be arranged with your directly over Slack.

The appraisal will be constituted of a 15-minute interview about your recent work experience. We will discuss the cases you have worked on. We will compete a report explaining how we consider your work to relate to the Statement of Solicitor competence.

These interviews will be recorded and kept on file for our audit purposes.

In advance of your appraisal, you should consider the statement of solicitor competence which is set out in full below. You should come to your appraisal ready to answer questions about how your completed work relates to the statement of solicitor competence.

You should also be able to answer basic questions about the cases we have asked you to work on.

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Once these appraisals have concluded, we will review your attendance notes and work product to consider your QWE for sign off. It will be at this stage that we will raise any issues with signing off your work with your directly. If there are no outstanding issues to discuss then the work will be signed off. You will then be able to report this work to the SRA as appropriate.

#### **Casework Tiers**

Qualifying Work Experience at the Freedom Law Clinic is separated into tiers. Students progress through the three tiers by completing casework and logging the relevant documentation for review. The three tiers of work experience are as follows:

#### **Red Cases**

All our students begin in the red tier for the purpose of QWE. During a student's work in the red tier, they can expect to be working on a complex case under the close supervision of a student caseworker. Red tier cases are used to develop the students' competencies to a level where they can contribute to more active cases run by the clinic. Students will be asked to demonstrate their competence by working through case papers and reporting back to their casework manager on their progress.

Red tier casework is designed to develop the students' skills in:

- 1. Reading and analysing large quantities of material;
- 2. Preparing attendance notes to illustrate the work they have completed;
- 3. Demonstrating an ability to apply basic concepts of the English Legal System to the case they are reading. For example, understanding how the case is placed in the Court hierarchy and understanding how to research particular legal issues;
- 4. Working alongside other students within a team to assign tasks and meet deadlines.

Students will continue to work on red tier QWE until their casework leader assesses them to be ready to progress. The assessment will be at the casework leader's discretion. If a student believes they have been overlooked for a tier assessment then the student may request one from their casework leader. This should be communicated over Slack. In the event that the student is not satisfied with the outcome of their assessment they can appeal to one of the clinic's solicitors. The clinic solicitor will then review the particular students' progress alongside the casework leader.

A joint decision will be made and that decision will be final.

It is important to note that red tier work will not be signed off as QWE by a clinic solicitor. Students will need to progress through to the subsequent tiers in order to accumulate QWE.









#### **Yellow Cases**

Yellow tier casework will involve students working on one of the clinic's 'active' cases. This means they will work on a case where there are active issues being considered for progression. Students will also have the chance to be exposed to a wider spectrum of work, including cases involving partner institutions. Students will be asked to demonstrate a broader range of competencies and will be expected to be independently uploading work product and attendance notes in the appropriate way. In order to progress through the yellow tier, students will need to demonstrate that they can:

- 1. Understand the essential issues in a case following an initial reading period;
- 2. Prepare lists of practical tasks which may assist in progressing a case;
- 3. Be able to work independently to create practical documents to support the clinic's work on a case;
- 4. Be competent of leading small groups of students in assigning tasks and monitoring a team's progress.

Students will progress through the yellow tier through a request to their casework leader. The casework leader will communicate the request to the Clinic's solicitor who will be responsible for the final decision. There is no appeal process for a decision against progressing a student beyond yellow tier. However, student tiers will be reviewed on a regular basis and suitable candidates will be invited to reapply.

Work undertaken within the yellow tier will be signed off as QWE if the student provides sufficient evidence of work having been completed. The sign off of QWE is subject to the discretion of a clinic solicitor.

#### **Green Cases**

Green tier students will be considered active caseworkers in the FLC team. They will be invited to complete casework on FLC active cases, but also active criminal cases with our partner law firms. They can expect to be dealing with significant preparatory tasks on cases which are progressing through the Courts. Students will be expected to demonstrate independence in working through client files. They will report directly to a clinic solicitor. The clinic solicitor will have discretion as to signing off QWE and will work with the student closely to ensure they are accumulating the necessary competencies.

Students will be expected to demonstrate:

1. An ability to progress a case independently, including the drafting of correspondence for active clients;









- 2. A refined ability to identify legal issues, even in the context of highly complex cases;
- 3. Excellence in individual administration, including consistent maintenance of attendances notes;
- 4. Excellence in written communication and an ability to apply relevant authority to develop strong legal argument.

Students on our green tier of QWE will be invited to consider additional work opportunities that we receive through the clinic. The clinic will endeavor to ensure that the student's development continues beyond their engagement with our programme.

Any questions about Qualifying Work Experience should be directed to the Clinic's Director, Luke Gittos: <a href="mailto:luke@freedomlawclinic.org">luke@freedomlawclinic.org</a>.

#### Our Guarantee

It would not be in accordance with our professional obligation to guarantee that we will sign your work off as QWE. It should not be read as a provision of our contract with you that we will sign off work completed with us. Signing off work experience is a matter of professional judgment which we are required to take in accordance with our regulatory obligations. However, if you complete the tasks we set and follow our professional guidance, then this will place you in the best possible position to ensure your work is promptly signed off

#### **Statement of Solicitor Competence**

The statement of Solicitor Competence is how the SRA will assess your competence to practice as a solicitor.

For a solicitor, meeting the competences set out in the competence statement forms an integral part of the requirements of service and competence set out in paragraph 3.1 of the Code of Conduct for Solicitors, RELs and RFLs.

The statement is reproduced below.

#### A Ethics, professionalism and judgment

## A1 Act honestly and with integrity, in accordance with legal and regulatory requirements and the SRA Standards and Regulations, including

- a. Recognising ethical issues and exercising effective judgment in addressing them
- b. Understanding and applying the ethical concepts which govern their role and behaviour as a lawyer
- c. Identifying the relevant SRA principles and rules of professional conduct and following them
- d. Resisting pressure to condone, ignore or commit unethical behaviour
- e. Respecting diversity and acting fairly and inclusively

## A2 Maintain the level of competence and legal knowledge needed to practise effectively, taking into account changes in their role and/or practice context and developments in the law, including

- a. Taking responsibility for personal learning and development
- b. Reflecting on and learning from practice and learning from other people
- c. Accurately evaluating their strengths and limitations in relation to the demands of their work
- d. Maintaining an adequate and up-to-date understanding of relevant law, policy and practice
- e. Adapting practice to address developments in the delivery of legal services

#### A3 Work within the limits of their competence and the supervision which they need, including

- a. Disclosing when work is beyond their personal capability
- b. Recognising when they have made mistakes or are experiencing difficulties and taking appropriate action
- c. Seeking and making effective use of feedback, guidance and support where needed
- d. Knowing when to seek expert advice

## A4 Draw on a sufficient detailed knowledge and understanding of their field(s) of work and role in order to practise effectively, including

- a. Identifying relevant legal principles
- b. Applying legal principles to factual issues, so as to produce a solution which best addresses a client's needs and reflects the client's commercial or personal circumstances







c. Spotting issues that are outside their expertise and taking appropriate action, using both an awareness of a broad base of legal knowledge<sup>1</sup> (insofar as relevant to their practice area) and detailed knowledge of their practice area

#### A5 Apply understanding, critical thinking and analysis to solve problems, including

- a. Assessing information to identify key issues and risks
- b. Recognising inconsistencies and gaps in information
- c. Evaluating the quality and reliability of information
- d. Using multiple sources of information to make effective judgments
- e. Reaching reasoned decisions supported by relevant evidence

#### B Technical legal practice

#### B1 Obtain relevant facts, including:

- a. Obtaining relevant information through effective use of questioning and active listening
- b. Finding, analysing and assessing documents to extract relevant information
- c. Recognising when additional information is needed
- d. Interpreting and evaluating information obtained
- e. Recording and presenting information accurately and clearly.

#### **B2** Undertake legal research, including:

- a. Recognising when legal research is required
- b. Using appropriate methods and resources to undertake the research
- c. Identifying, finding and assessing the relevance of sources of law
- d. Interpreting, evaluating and applying the results of the research
- e. Recording and presenting the findings accurately and clearly.

#### B3 Develop and advise on relevant options, strategies and solutions, including

- a. Understanding and assessing a client's commercial and personal circumstances, their needs, objectives, priorities and constraints
- b. Ensuring that advice is informed by appropriate legal and factual analysis and identifies the consequences of different options

## B4 Draft documents which are legally effective and accurately reflect the client's instructions including

- a. Being able to draft documents from scratch as well as making appropriate use of precedents
- b. Addressing all relevant legal and factual issues
- c. Complying with appropriate formalities
- d. Using clear, accurate and succinct language

#### B5 Undertake effective spoken and written advocacy<sup>2</sup>, including

- a. Preparing effectively by identifying and mastering relevant facts and legal principles
- b. Organising facts to support the argument or position
- c. Presenting a reasoned argument in a clear, logical, succinct and persuasive way
- d. Making appropriate reference to legal authority
- e. Complying with formalities
- f. Dealing with witnesses appropriately
- g. Responding effectively to questions or opposing arguments
- h. Identifying strengths and weaknesses from different parties' perspectives

#### **B6** Negotiate solutions to clients' issues, including

- a. Identifying all parties' interests, objectives and limits
- b. Developing and formulating best options for meeting parties' objectives
- c. Presenting options for compromise persuasively
- d. Responding to options presented by the other side
- e. Developing compromises between options or parties

#### B7 Plan, manage and progress legal cases and transactions, including

- a. Applying relevant processes and procedures to progress the matter effectively
- b. Assessing, communicating and managing risk
- c. Bringing the transaction or case to a conclusion

#### C Working with other people

#### C1 Communicate clearly and effectively, orally and in writing, including

- a. Ensuring that communication achieves its intended objective
- b. Responding to and addressing individual characteristics effectively and sensitively







- c. Using the most appropriate method and style of communication for the situation and the recipient(s)
- d. Using clear, succinct and accurate language avoiding unnecessary technical terms
- e. Using formalities appropriate to the context and purpose of the communication
- f. Maintaining the confidentiality and security of communications
- g. Imparting any difficult or unwelcome news clearly and sensitively

#### C2 Establish and maintain effective and professional relations with clients, including

- a. Treating clients with courtesy and respect
- b. Providing information in a way that clients can understand, taking into account their personal circumstances and any particular vulnerability
- c. Understanding and responding effectively to clients' particular needs, objectives, priorities and constraints
- d. Identifying and taking reasonable steps to meet the particular service needs of all clients including those in vulnerable circumstances
- e. Identifying possible courses of action and their consequences and assisting clients in reaching a decision
- f. Managing clients' expectations regarding options, the range of possible outcomes, risk and timescales
- g. Agreeing the services that are being provided and a clear basis for charging
- h. Explaining the ethical framework within which the solicitor works
- i. Informing clients in a timely way of key facts and issues including risks, progress towards objectives, and costs
- j. Responding appropriately to clients' concerns and complaints

#### C3 Establish and maintain effective and professional relations with other people, including

- a. Treating others with courtesy and respect
- b. Delegating tasks when appropriate to do so
- c. Supervising the work of others effectively
- d. Keeping colleagues informed of progress of work, including any risks or problems
- e. Acknowledging and engaging with others' expertise when appropriate
- f. Being supportive of colleagues and offering advice and assistance when required
- g. Being clear about expectations
- h. Identifying, selecting and, where appropriate, managing external experts or consultants







#### D Managing themselves and their own work

D1 Initiate, plan, prioritise and manage work activities and projects to ensure that they are completed efficiently, on time and to an appropriate standard, both in relation to their own work and work that they lead or supervise, including

- a. Clarifying instructions so as to agree the scope and objectives of the work
- b. Taking into account the availability of resources in initiating work activities
- c. Meeting timescales, resource requirements and budgets
- d. Monitoring, and keeping other people informed of, progress
- e. Dealing effectively with unforeseen circumstances
- f. Paying appropriate attention to detail

#### D2 Keep, use and maintain accurate, complete and clear records, including

- a. Making effective use of information management systems (whether electronic or hard copy), including storing and retrieving information
- b. Complying with confidentiality, security, data protection and file retention and destruction requirements

#### D3 Apply good business practice, including

- a. Demonstrating an adequate understanding of the commercial, organisational and financial context in which they work and their role in it
- b. Understanding the contractual basis on which legal services are provided, including where appropriate how to calculate and manage costs and bill clients
- c. Applying the rules of professional conduct to accounting and financial matters
- d. Managing available resources and using them efficiently