



Australian Government

BSBLEG422 Maintain a file in a legal services environment

Release: 1

BSBLEG422 Maintain a file in a legal services environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to maintain a file under the instruction of a designated individual.

The unit applies to individuals who apply well established, sound theoretical knowledge in the provision of administrative support in a legal services environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Legal Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Initiate preliminary file activities	1.1 Obtain details of the legal matter from the client according to instructions and organisational policies and procedures 1.2 Develop a quote in line with organisation's fee structure and forward it to instructing legal practitioner for approval, where applicable 1.3 Identify terms of engagement with instructing legal practitioner and confirm expectations are agreed upon and documented 1.4 Complete and record results of conflicts of interest check 1.5 Prepare initial file documentation
2. Open file	2.1 Locate, access and extract relevant information for initiating files according to organisational policies and procedures 2.2 Select and brief support staff to assist on file, in consultation

ELEMENT	PERFORMANCE CRITERIA
	with designated individual 2.3 Forward confirmation of instructions, details of those working on the file, a summary of work to be performed and associated timelines to client on behalf of instructing legal practitioner 2.4 Plan work in conjunction with designated individual and allocate resources
3. Contact other persons about the file	3.1 Communicate with relevant parties and document outcomes 3.2 Update file notes detailing activities, actions and outcomes and record time
4. Undertake legal process according to plan	4.1 Maintain information flow to relevant parties on progress of matter 4.2 Immediately refer issues or problems outside own range of responsibility to designated individual for resolution 4.3 Confirm enough money is left in the trust account and contact instructing legal practitioner to facilitate the transfer of additional funds, where applicable 4.4 Support development of a progress report
5. Facilitate file administration and closure	5.1 Reconcile final costing and prepare invoice, where applicable 5.2 Arrange meeting with relevant personnel to review final relevant documentation in order to facilitate sign-off before forwarding to client 5.3 Update and complete file notes 5.4 Confirm final accounting and resolve outstanding disbursements 5.5 Close and archive file according to policies and procedures of the firm

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	Reviews text from both hard copy and online sources to identify correct procedures and processes, to maintain information flow and to obtain specific information relevant to the current client and/or file
Writing	- Uses correct terminology, grammatical structures, spelling and organisational style guides to prepare documentation - Uses clear and detailed language and paraphrasing techniques to

	accurately transcribe events
Oral Communication	• Uses effective questioning and listening techniques to clarify needs and to obtain information from others • Relates information obtained, progress made and requirements using clear and concise language appropriate to the audience and environment
Numeracy	• Extracts and evaluates numerical information and using a calculator or relevant software applies basic arithmetic functions, fractions and percentages to calculate billable hours, prepare invoices, monitor trust accounts and finalise disbursements
Initiative and enterprise	• Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Teamwork	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Planning and organising	• Takes responsibility for planning and organising own workload, determining when to allocate work to team members • Makes routine decisions and implements standard procedures for routine tasks, using formal decision-making processes for more complex and non-routine situations
Technology	• Uses familiar digital technologies and systems to access information, enter and store data, present information and communicate with others

Unit Mapping Information

Supersedes and is equivalent to BSBLEG414 Establish and maintain a file in legal services.

Supersedes but is not equivalent to BSBLEG403 Maintain trust accounts.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>