



Australian Government

BSBLEG314 Protect information in a legal services environment

Release: 1

BSBLEG314 Protect information 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 protect information in a legal services environment.

The unit applies to individuals who provide services to support legal practitioners, while under supervision.

No licensing, legislative, regulatory 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. Work within accepted codes of conduct	1.1 Update documents and forward reports on the progress of matters to clients and legal practitioner according to instructions and organisational policies and procedures 1.2 Identify personal role and responsibilities in relation to communication with relevant parties 1.3 Communicate conflict of interest or potential conflict of interest in a legal matter to the legal practitioner responsible for the matter 1.4 Follow organisational procedures for receipting payments 1.5 Assess information regarding what is and what is not disclosable
2. Follow storage procedures	2.1 Store and secure documents according to organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	2.2 Label and store all materials required by legislation to be stored for certain periods of time and according to organisational policies and procedures

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	Identifies and interprets textual information to determine and to adhere to organisational practices
Writing	Legibly and correctly completes and updates documentation
Oral Communication	- Participates in spoken exchanges using structure and language to suit the audience - Uses active listening and questioning techniques to confirm understanding
Initiative and enterprise	Complies with legislative obligations and follows ethical requirements, policies and procedures relevant to own role
Planning and organising	- Plans, organises and implements tasks to achieve outcomes according to organisational requirements - Addresses problems by implementing standard procedures, referring problems outside own scope of responsibility to others
Technology	Uses digital systems and tools to access and store information, understanding the need for security of all data

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBLEG304 Apply the principles of confidentiality and security within the legal environment.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBLEG314 Protect information in a legal services environment

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- on at least three occasions, handle, store and secure electronic, paper based, exhibits and confidential information according to organisational policies and procedures.

In the course of the above, the candidate must:

- apply relevant legislation and codes of conduct and ensure all work is performed with honesty and integrity
- update documents according to instruction and organisational policy or procedures
- identify and apply standard resolutions to breaches of confidentiality, security and conduct by self and others within the firm
- seek advice from appropriate sources where the level of confidentiality required in a situation is unclear.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- personal role and responsibilities in relation to contact with the opposing party, including confidentiality requirements
- responsibilities relating to receipting payments
- scenarios in which client-related matters are discussed
- storage processes
- organisational policies and procedures
- accepted codes of conduct including those relating to:
 - privacy and confidentiality
 - use of company property
 - duty of care
 - ethical behaviour

- non-discriminatory practice
- conflict of interest
- compliance with reasonable direction
- relevant court processes, current legislation, legal processes and required documentation.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- office equipment and resources for confidentiality and security processes
- legislation and regulations relevant to common legal matters
- background information on courts, their jurisdiction and behavioural requirements.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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