



Australian Government

BSBLEG534 Take instructions in a legal services environment

Release: 1

BSBLEG534 Take instructions 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 take instructions from a client in a legal services environment to support the organisation's operations.

The unit applies to those work under supervision and apply solutions to a range of unpredictable problems and analyse and evaluate information from a variety of sources.

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. Prepare to take instruction	1.1 Identify task requirements 1.2 Consult with supervisor to establish scope of personal responsibility in relation to task 1.3 Assemble resources required to take instructions according to organisational policies and procedures 1.4 Develop questions to ask during instruction
2. Take instruction	2.1 Greet and establish rapport with client under supervision and according to task requirements 2.2 Gather information using questioning techniques according to task and legislative requirements 2.3 Clarify client information according to task requirements 2.4 Complete documentation according to task and legislative

ELEMENT	PERFORMANCE CRITERIA
	requirements
3. Finalise and follow-up instruction	3.1 Review client instruction process with supervisor 3.2 Analyse and organise information gathered according to task and organisational requirements 3.3 Document and store information according to task requirements and organisational policies and procedures 3.4 Identify and implement client-instruction follow-up process

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	• Uses active listening and questioning techniques to confirm understanding
Reading	• Gathers, interprets and analyses textual information and identifies relevant and key information
Writing	• Uses clear, accurate and relevant language to organise, record and update information
Initiative and enterprise	• Adheres to organisational policies and procedures
Planning and organising	• Plans, sequences and completes work tasks to achieve required outcomes • Analyses information to make decisions in relatively complex situations, taking a range of factors into account

Unit Mapping Information

No equivalent unit. New unit.

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 BSBLEG534 Take instructions in a legal services environment

Modification History

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

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:

- take instructions from at least four clients in relation to different legal matters.

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:

- common client instruction process and techniques
- organisational policies and procedures for taking instruction including follow-up processes
- legislation relevant to taking instruction in a legal environment
- key client information required for task requirements
- documentation storage processes.

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:

- legislation relevant to taking instruction in a legal environment
- workplace reference materials relevant to performance evidence.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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