



Australian Government

Department of Education, Employment and Workplace Relations

BSBRES402A Research, locate and provide legal and other information in response to requests

Release: 1

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Modification History

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to research, locate and provide information in response to a request so that client needs can be met. This may involve combining and analysing information from a number of sources before composing a report for the client.

All aspects of legal practice may be subject to a range of legislation, rules, regulations and/or codes of practice relevant to different job roles and jurisdictions.

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Application of the Unit

This unit applies to individuals who apply a broad knowledge of administration tasks in the provision of support to legal professionals.

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Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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Elements and Performance Criteria

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Element	Performance Criteria
1 Receive and process a request for information	1.1 Document request using appropriate recording system 1.2 Confirm client identity and/or other party's right to receive information 1.3 Clarify client needs and establish relevant criteria in consultation with designated person to ensure client needs are met 1.4 Research and identify appropriate response methods and format 1.5 Forward request for information to others where appropriate
2 Identify information source/s	2.1 Identify and research relevant sources and locations of information 2.2 Obtain access to identified sources 2.3 Resolve problems with accessing information promptly and efficiently
3 Organise self or other person to extract information	3.1 Locate and extract information relevant to the particular request 3.2 Discuss and implement resolutions to problems in accessing information with designated person where appropriate

- 3.3 Copy extracted information in accordance with **firm's security and confidentiality procedures**
 - 3.4 Maintain **integrity of contents**/information
- 4 Ensure information meets request
 - 4.1 Analyse, evaluate and edit extracted information to fit client needs
 - 4.2 Combine **different types of information**, where appropriate, to provide a response to a request
- 5 Compose report/correspondence
 - 5.1 Develop report/correspondence plan and synopsis
 - 5.2 Write report/correspondence using clear and concise language
 - 5.3 Check spelling, punctuation, grammar and amend where necessary
- 6 Organise self or other person to format report/correspondence
 - 6.1 Format report/correspondence according to **enterprise requirements**
 - 6.2 Check report/correspondence for accuracy and to ensure that intended meaning is readily understood by recipient and that it conforms with firm's policies and procedures
- 7 Finalise report/correspondence
 - 7.1 Arrange review and sign off of report/correspondence with designated person within designated time lines
 - 7.2 Apply **firm's information recording procedures**
 - 7.3 Forward report/correspondence to client

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

communication skills to follow and interpret oral instructions, and to provide clear and specific instructions about information required
literacy skills to follow complex legal procedures; to consider aspects of context, purpose and audience when generating and formatting texts; to edit and proofread documents to ensure clarity of meaning, accuracy and conformity to enterprise requirements
numeracy skills to collate and present data, graphs and annotated references
organisational skills to select and apply the procedures and strategies needed to perform a range of tasks within designated time lines
problem-solving skills to use processes flexibly and interchangeably
research skills to locate specific information
technology skills to use a range of software applications.

Required knowledge

application of firm's policies and procedures required in the full range of tasks covered
legal terminology in relation to area of law and relevant legal process
relevant state/territory/commonwealth legislation, rules, regulations and/or codes in relation to client and firm e.g. copyright and intellectual property, Freedom of Information, Privacy Act
accepted codes of practice relevant to the workplace 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.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- locating and providing appropriate information, which meets client needs, in required format
- adhering to relevant codes of practice, in particular those relating to privacy and confidentiality
- providing materials which meet firm's policies and procedures
- knowledge of relevant legislation, rules, regulations, codes of practice and research resources.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to appropriate legislation and regulations relevant to common legal matters
- access to workplace manuals and reference materials such as company policy, procedural manuals and checklists
- access to list of relevant sources of documentation and sample forms
- access to background information on courts, their jurisdiction and behavioural requirements
- access to appropriate technology such as computers with relevant software
- access to appropriate texts and to people with expert knowledge such as legal practitioners
- access to appropriate legislation and regulations relevant to common legal matters, such as that which is accessible via:
<http://www.law.gov.au>
<http://www.ag.gov.au>
<http://www.austlii.edu.au/>
<http://www.australia.gov.au/states-territories>
<http://www.act.gov.au>

<http://www.nsw.gov.au>
<http://www.nt.gov.au>
<http://www.qld.gov.au>
<http://www.sa.gov.au>
<http://www.tas.gov.au>
<http://www.vic.gov.au>
<http://www.wa.gov.au>.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- demonstration of techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of report/correspondence compiled in response to client request and the formatting of the report/correspondence
- evaluation of how firm's information recording procedures have been applied
- oral or written questioning to assess knowledge of accepted codes of practice relevant to the workplace.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBLEG412A Interpret and apply legislation
- BSBRES403A Research legal processes
- other legal services administration units or general business units.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Request for information may come from:	barrister external clients internal staff other parties staff from another office
Appropriate recording system may be:	electronic paper-based
Designated person may include:	external client external official lawyer legal practice manager partner supervisor teacher/trainer
Appropriate response methods may include:	letters reports sending copies of original information sending original information
Appropriate format may include:	completion of proforma photocopies preparation of original documents
Relevant sources of information may include:	agreements articles: academic journal newspaper online briefs client file closed matter file financial information: specific to firm

specific to another firm
state/territory
commonwealth
international

internal correspondence
letters
market research information
media:
audio
television
video

memorandums of law
non-legal reports
opinion letters
original research
other bodies
other libraries
pleadings
precedents
previous case histories/Common Law
relevant legislation
specialist texts
statistics
transcripts from supervisor's notes

Firm's security and confidentiality procedures may relate to non-disclosable information and may include:

addresses
court dates
fees
firm's other clients
health status
legal history
personal history

Integrity of contents may include:

completeness
neatness
order of pages

Different types of information may include:

certificates
correspondence
entitlements
legislation
reports

Enterprise requirements for document formatting may include:

appropriate use of letterhead
correct line spacing
correct margins
correct use of reference
dual column system
list of enclosures
paragraph numbering
placing of headings
presence/absence of a back sheet
presence/absence of a cover sheet
specific sign off clauses
table of contents
usage of keycaps and font features
use of document footers

Firm's policies and procedures may include:

customer service protocol
document recording procedures
information sources
protocol for accommodating specific client needs e.g. case manager, social worker, parole officer, translator, interpreter
recording information
report/correspondence format
security/confidentiality/privacy procedures
verifying and authorising information

Firm's information recording procedures may include:

attaching file name and matter number
ensuring client file is updated
maintaining time records
storing and securing copy

Unit Sector(s)

empty

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Competency field

Knowledge Management - Research

Knowledge Management - Research