



Australian Government

DEFPL020 Provide high-level support on legal assistance matters

Release: 1

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Modification History

Release	TP Version	Comments
2	DEF12V2	New unit.
1	DEF12V1	Primary release.

Unit Descriptor

This unit covers the competency required to provide high-level support on legal assistance matters.

This unit includes analysing the circumstance surrounding the issue, conducting research, consulting legal officers and providing information.

The high-level support provided in this unit must be within the legal limit of the individual's responsibility.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication. In a Defence context, this means that there is no civilian need to hold this unit in order to meet licensing, legislative, regulatory or certification requirements.

Application of the Unit

This unit applies to individuals who provide high-level support services to legal practitioners on legal assistance matters.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and prepare for the provision of high-level support on legal assistance	1.1 <i>Circumstances that require the provision of high-level support on legal assistance</i> are identified. 1.2 Circumstances are analysed and issues are interpreted and clearly defined.
2. Receive enquiry	2.1 <i>Enquirer's</i> needs are identified, analysed and clarified. 2.2 <i>Legal limits of own responsibility</i> are clearly outlined to enquirer before any information is imparted. 2.3 Enquiries outside one's area of responsibility are identified and assistance is sought or enquiry is referred on to a legal officer where appropriate.
3. Provide information on legal assistance matters	3.1 Enquirer's or event details and problem/s are recorded. 3.2 Information is relayed where available and appropriate. 3.3 Research is conducted within the scope of own responsibility.
4. Consult legal officer to resolve issues	4.1 Issues are communicated to legal officer and resolution/action is discussed. 4.2 Suggested action/resolution is carried out.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- analyse information
- communicate ideas logically
- conduct research
- identify and evaluate status of information
- prepare legal documents
- use appropriate legal terminology

Required Knowledge

- applicable legal practices and procedures required in the full range of tasks covered
- codes of practice, ethical standards

- legal limits of own responsibility
- relevant legal process, legislation and sections, and stages involved in the legal process
- relevant legal terminology
- relevant legislation

Evidence Guide

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

Assessment must confirm the ability to:

- provide high level support on legal assistance matters
- analyse the circumstance surrounding the issue
- conduct research
- consult legal officers
- provide information

The candidate must at all times comply with legislative requirements, policy and standards, and demonstrate an awareness of access, equity and diversity principles and practices.

Consistency in performance

Competency should be demonstrated in a range of actual or simulated workplace contexts.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in the workplace or in a simulated workplace environment.

Specific resources for assessment

Access is required to appropriate documentation and resources normally found in the work environment.

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 in the Performance Criteria is detailed below.

Circumstances that require the provision of high-level support on legal assistance may include:

- complaint
- events arising that may disclose a service activity
- legal inquiry
- non-legal inquiry
- seeking information
- seeking referral

Legal assistance may include:

- administration matters
- civil debt
- civil police charges
- conveyancing

	• discipline matters • insurance • international law matters • family law • landlord and tenancy matters • minor commercial matters • power of attorney • probate • vehicle accidents • wills
Enquirer may include:	• commanders • civilian employees of the Defence organisation • Defence civilians • disciplinary appointees, including officers, warrant officers, non commissioned officers • other members of the Australian Defence Force • outside agencies
Identification, analysis and clarification of enquirer's needs may include:	• accommodating any communication difficulties • clarification of request or problem by summarising and repeating summaries to ensure that information gathered is reflective of the information that the enquirer wishes to communicate • sensitivity to enquirer's emotional/physical state, cultural and service background • and may include the requirement to communicate: • in writing • in person • verbally • via third party • electronically
Legal limits of own responsibility may include:	• provision of legal advice by a person who is not a qualified legal officer as defined by the Legal Practice Act • relationship between the client and the Defence legal service (such as Privacy Act, secrecy laws, codes of practice, service requirements) • relevant state/territory/commonwealth legislation
Information may include:	• areas of the Defence legal service law/practice • charges and review process • correct contact in the Defence legal service • disciplinary process • jurisdiction

	• non-disciplinary process • punishments and orders
Resolution/action may include:	• advising the enquirer after researching the appropriate information • not pursuing the matter • referring enquirer to another legal officer or practitioner • referring enquirer to supervisor or appropriate authority • referring enquirer to the appropriate government department
Carrying out resolution/action may include:	• alternative dispute resolution processes • documenting and filing communication • informing caller of resolution • notifying relevant department of enquiry • promptly contacting enquirer where appropriate • providing written or oral advice • recording contact on database

Unit Sector(s)

Not applicable.