Department for Education

Legal services

Level 3 V Level subject content

DRAFT FOR CONSULTATION

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1. Introduction

V Level subject content sets out the knowledge, understanding and skills common to all V Level qualification specifications in this subject. The content provides the framework within which awarding organisations create detailed specifications.

This subject content is grounded in key principles which underpin the legal system and the delivery of legal services, including the rule of law, access to justice, professional and ethical practice, effective communication, legal reasoning and the accurate and secure management of legal information.

Students will develop the ability to research and analyse legal information, apply legal principles to legal matters, produce and manage legal documentation and communicate effectively with clients and stakeholders. Students will also develop an understanding of professional, regulatory and digital working practices within legal services.

The Department does not set mandatory prior learning requirements for V Levels. As V Level content is set at level 3, providers will set their own entry requirements at level 2, including any GCSEs required.

2. Aims

This content enables students to develop and apply knowledge, understanding and skills in legal services. It supports students to analyse and interpret legal information, apply legal principles, exercise reasoned judgement, communicate effectively and undertake activities relevant to the delivery of legal services. The content provides a broad level 3 foundation that supports progression to further study, apprenticeships and employment.

Teaching and learning materials developed by awarding organisations should draw on a diverse range of legal contexts, client circumstances and legal service settings, reflecting the breadth of legal services and the different individuals and organisations that use them.

The purpose of this qualification is to enable students to:

Apply their knowledge, skills and understanding to achieve the following work-related purposes (WRPs):

- WRP1: Produce and manage legal documentation and case information
- WRP2: Undertake legal research and analyse legal information
- WRP3: Apply legal principles and professional judgement
- WRP4: Communicate with clients and stakeholders
- WRP5: Apply professional, regulatory and digital working practices

Through this, develop transferable skills, including:

- analysing - examining legal information, documents and evidence to identify relevant facts, legal principles, patterns, inconsistencies and gaps
- communicating - presenting legal information clearly and accurately through written correspondence, research summaries and professional interactions, adapting language to the intended audience
- critical thinking - evaluating the relevance, reliability, authority and currency of legal information, questioning assumptions and recognising limitations in evidence and research findings
- decision making - considering relevant legal principles, available information, risks and alternative courses of action to support reasoned conclusions and recognise when referral or escalation is required
- investigating - identifying legal research questions, locating and selecting relevant sources, gathering information and verifying findings against authoritative legal sources
- planning - organising legal research, documentation and administrative activities, prioritising tasks and managing deadlines in accordance with specified requirements

- recording - maintaining accurate, organised and confidential legal records, documenting research findings, client information, decisions and actions to support retrieval and audit trails
- self-managing - managing workload, meeting deadlines, checking the accuracy of work, maintaining confidentiality and recognising the limits of individual responsibilities and authority

Develop in-depth knowledge and understanding of the key theories and principles which support effective practice in the subject, including:

- the structure and operation of the English legal system and the sources and development of law
- the purpose, scope and principles of key areas of law
- the structure and operation of the legal services sector
- rights, responsibilities and access to justice
- professional, ethical and regulatory principles in legal services
- the impact of digital and emerging technologies on legal services

The aspects listed above are indicative of the scope and intent of the qualification and are not intended to be exhaustive.

2.1 Progression

V Levels aim to encourage motivation and interest in pursuing careers and further study related to legal services by providing a broad and applied understanding of this, without requiring early occupational specialisation.

The content provides both a strong conceptual foundation for the subject and the basis for developing in-depth understanding of the subject through applying knowledge and skills to achieve practical work-related purposes.

This combination of theory and practice and the transferable skills students develop, should effectively prepare them to access a wide range of related higher-level study and training across multiple sectors. This may include higher education in law and related subjects and relevant higher-level apprenticeships within legal and professional services and employment in related areas.

3. Subject Content

3.1 Guidance for awarding organisations

All the content outlined in this document must be included in qualification specifications.

Lists of content which start with a colon ':'

This denotes that all the content in the list is compulsory and must be included in awarding organisations' qualification specifications.

Lists of content which start with 'including'

This denotes that all the content in the list is compulsory and must be included in awarding organisations' qualification specifications. The list is a minimum; awarding organisations can choose to add to the list. To ensure comparability between awarding organisations' qualification specifications in a subject, DfE will use this approach in limited instances where additional relevant content could reasonably be added without affecting the comparability of qualification specifications and assessments.

Use of 'e.g.'

This is used to exemplify what is meant by the content statement. It is used to ensure awarding organisations have a clear and consistent understanding of the term; to signal that the example in use now may be superseded by more up-to-date examples; or where different examples could reasonably be included without affecting the comparability of qualification specifications and assessments. Awarding organisations can use the cited example, where it remains relevant and appropriate.

Organisational scenarios

The DfE Subject Content will indicate where learning should be contextualised to organisational scenarios. The content will not specify the specific scenarios. Scenarios provided by awarding organisations within qualification specifications should be varied and inclusive, drawing on examples from a range of sectors, local labour markets and organisational contexts to avoid reliance on prior workplace experience or sector specific knowledge.

3.2 Optionality

All content is mandatory. There are no optional or elective elements in this V Level.

3.3 Work-related purposes

Students are expected to apply knowledge, understanding and skills to achieve authentic work-related purposes. The content specified in this section is expected to be demonstrated through applied activity.

When developing qualification specifications, awarding organisations must allocate between 240 and 270 guided learning hours (GLH) to the development of applied knowledge, understanding and skills directly needed to achieve the defined work-related purposes.

The scope of content for each work-related purpose may vary; they are not expected to each be delivered in the order specified here or be the same ‘size’ in terms of GLH. However, together they will align with the overall GLH for this section of the content.

WRP1: Produce and manage legal documentation and case information

To achieve this work-related purpose, students must produce, review and manage legal documentation and case information to support accurate and effective legal services. This involves preparing and reviewing documentation, maintaining case records and handling legal information securely and in accordance with professional requirements.

To do this, students are expected to apply the following knowledge and understanding:

- the purpose, characteristics and use of legal documents: contracts, witness statements and court forms
- the purpose, characteristics and drafting conventions of legal documentation and correspondence: client letters, emails, attendance and file notes, and client information and instruction forms
- principles of drafting legal documentation: clarity, precision, accuracy, appropriate legal terminology, logical structure and use of plain English
- principles and processes for reviewing and proofreading legal documentation: checking factual accuracy, spelling, grammar, legal terminology, names, dates, references, completeness of information and consistency between documents
- principles and processes for creating and maintaining legal files and case records: recording client and matter information, organising correspondence and documents, updating case progress, maintaining file notes and document histories, and applying version control and audit-trail requirements
- legal, regulatory and organisational requirements for accessing, storing, sharing, retaining and securely disposing of legal documentation and case information
- the purpose and use of case management systems, document production tools and databases for creating, maintaining and retrieving legal documentation and case information

In working to achieve the work-related purpose, students must be able to:

- select and use relevant case information to draft client letters, emails, attendance and file notes, and client information and instruction forms, using accurate information, logical structure, legal terminology, plain English and conventions suited to the document type and intended recipient
- review, proofread and amend client letters, emails, attendance and file notes, client information and instruction forms, contracts, witness statements and court forms to identify and correct factual inaccuracies, spelling and grammatical errors, incorrect names, dates and references, missing information and inconsistencies within and between documents
- create and maintain legal files and case records using organisational and digital systems to record client and matter information, organise and retrieve

documentation and correspondence, update case progress, and apply consistent file naming, document categorisation and version-control practices

- handle, store and share legal documentation and case information securely by applying confidentiality, data protection, information security and access-control requirements, using authorised methods of storage and sharing, and following organisational procedures for document retention and secure disposal

WRP2: Undertake legal research and analyse legal information

To achieve this work-related purpose, students must undertake legal research and analyse legal information to support informed decision-making. This involves identifying appropriate legal sources, conducting research using publicly accessible resources, evaluating information and presenting reasoned findings.

To do this, students are expected to apply the following knowledge and understanding:

- the purpose of legal research and its use in supporting legal matters and decision-making
- approaches to conducting legal research: determining the legal issue, identifying and selecting relevant legislation, case law and secondary sources, using publicly accessible digital legal resources, and selecting information according to its authority, relevance and currency
- the use of artificial intelligence (AI) tools to support legal research: identifying potential sources, summarising legal information and generating search terms
- the limitations and risks of AI-generated legal information: inaccurate legal references, fabricated cases and outdated information; and the need to verify findings against authoritative legal sources
- approaches to evaluating and analysing legal information: assessing relevance, reliability, authority and currency; distinguishing fact from opinion; identifying legal issues and relevant facts; examining legislation and case law; comparing legal sources; identifying relevant findings, inconsistencies and gaps in the legal information
- approaches to recording and organising legal research findings: summarising key information, recording the sources and dates of research, maintaining accurate references to legislation and case law, and organising findings by legal issue or research question to support retrieval and verification
- principles for presenting legal research findings: organising information logically, summarising key legal issues and findings, distinguishing facts from legal interpretations, referencing legal sources accurately, and adapting language, terminology and level of detail to the purpose and intended audience
- limitations of legal research: incomplete or outdated information, conflicting sources and gaps in evidence; and circumstances requiring further research, verification or referral to a suitably qualified legal professional

In working to achieve the work-related purpose, students must be able to:

- identify the legal information required to investigate a legal question relating to key substantive areas of law in the Core Knowledge and Understanding
- conduct legal research using relevant legislation, case law, secondary sources and publicly accessible digital legal resources
- assess the relevance, reliability, authority and currency of legal information

- use artificial intelligence (AI) tools to support legal research by generating search terms, identifying potential legal sources and summarising legal information
- verify AI-generated findings by checking legal references, factual accuracy and currency against authoritative legal sources, and correct or reject unsupported findings before using the information
- interpret and analyse legal information to identify relevant legal principles, relationships, inconsistencies and gaps in the information obtained through research
- record and organise legal research findings clearly and accurately, maintaining references to supporting legal sources
- present legal research findings clearly and logically, identifying the legal issue, relevant facts, applicable legal principles and key findings, using a format, language and level of detail suited to the purpose and intended audience

WRP3: Apply legal principles and professional judgement

To achieve this work-related purpose, students must apply legal principles and professional judgement to legal matters relating to key substantive areas of law in the Core Knowledge and Understanding, to support reasoned conclusions and responses. This involves identifying legal issues, applying relevant legal principles, evaluating possible courses of action and recognising the limits of their responsibilities.

To do this, students are expected to apply the following knowledge and understanding:

- approaches to identifying legal issues and selecting and applying relevant legal principles to the facts and circumstances of legal matters relating to key substantive areas of law in the Core Knowledge and Understanding
- approaches to identifying and evaluating possible responses to legal matters: negotiation, mediation and civil proceedings in civil matters; criminal proceedings in criminal matters; and referral for specialist advice where required, considering potential outcomes, costs, timescales, risks and implications for the parties involved
- the use of legal information and evidence to support legal reasoning and conclusions: identifying relevant facts and supporting evidence, selecting applicable legislation and case law, distinguishing established facts from assumptions, and explaining how the evidence and legal principles support a reasoned conclusion
- principles of exercising professional judgement within the limits of own role and authority, and recognising when further information, referral or escalation is required

In working to achieve the work-related purpose, students must be able to:

- identify and interpret legal issues arising from legal matters relating to key substantive areas of law in the Core Knowledge and Understanding, and select and apply relevant legal principles and information to the facts and circumstances
- analyse how the availability and reliability of information, relevant legislation and case law, and the circumstances of the parties involved may affect the legal position in a specified matter
- identify and assess possible responses to legal matters, considering negotiation, mediation and civil proceedings in civil matters; criminal proceedings in criminal matters; and referral for specialist advice where required, comparing potential outcomes, costs, timescales and risks
- use relevant facts, legal principles and evidence to reach reasoned conclusions and make justified recommendations in response to a legal matter, within the limits of own role and authority
- identify limitations in own knowledge, competence and authority, and determine when further information, referral, escalation or specialist input is required

WRP4: Communicate with clients and stakeholders

To achieve this work-related purpose, students must communicate effectively with clients, colleagues and other stakeholders to support the delivery of legal services. This involves identifying communication needs, explaining legal information clearly, adapting communication approaches and responding appropriately to different circumstances while maintaining professional standards.

To do this, students are expected to apply the following knowledge and understanding:

- the purpose of effective communication with clients, colleagues and other stakeholders in legal services: obtaining and sharing accurate information, clarifying needs and expectations, providing updates on legal matters, supporting informed decisions and maintaining professional relationships
- principles of client care in legal services: treating clients fairly and respectfully, recognising individual needs, managing expectations and acting in the client's best interests within the limits of own role and authority
- approaches to identifying and clarifying client and stakeholder needs, requirements and expectations: using questioning and active listening techniques, confirming the purpose of the enquiry, identifying information and support requirements, clarifying expectations about outcomes and timescales, and checking understanding
- the characteristics and appropriate use of communication methods in legal services: written communication through letters, emails and formal correspondence; verbal communication through telephone calls, meetings and discussions; and digital communication through video conferencing and secure client communication systems, with consideration of purpose, audience, confidentiality and accessibility
- approaches to communicating legal terminology, processes and information clearly and accurately: using plain English, explaining legal terms and stages of legal processes, organising information logically and checking understanding
- approaches to adapting communication to individual needs, language, accessibility requirements and vulnerability by adjusting communication methods, language, tone and level of detail
- professional requirements for communicating with clients and stakeholders: maintaining confidentiality, respecting professional boundaries and accurately recording relevant communications
- circumstances requiring referral or escalation of client communication issues: unresolved communication barriers, complaints, safeguarding concerns and requests for legal advice beyond own authority

PROPOSED SUBJECT CONTENT FOR CONSULTATION

In working to achieve the work-related purpose, students must be able to:

- identify and clarify client and stakeholder needs, requirements and expectations by using appropriate questioning and active listening techniques, establishing the purpose of the enquiry, identifying information and support requirements, and confirming understanding of the information provided
- communicate legal information, terminology and processes clearly and accurately to clients and stakeholders, using professional language and plain English appropriate to the audience
- select and adapt communication methods, language, tone and level of detail to meet the purpose, audience and individual communication needs
- respond to client and stakeholder questions, requests and concerns by providing accurate information, clarifying the nature of the enquiry and recognising matters beyond own role or authority
- maintain confidentiality and professional boundaries when communicating with clients and stakeholders
- identify client communication issues, concerns or requests that require referral or escalation to an authorised person

WRP5: Apply professional, regulatory and digital working practices

To achieve this work-related purpose, students must apply professional, ethical, regulatory and digital working practices to support the safe and effective delivery of legal services. This involves handling information securely, reviewing client identity information as part of client due diligence processes, recognising compliance risks, using digital tools responsibly and working within professional boundaries.

To do this, students are expected to apply the following knowledge and understanding:

- legal and regulatory responsibilities relevant to legal service delivery in relation to confidentiality, data protection, information security and professional conduct
- the purpose and principles of client due diligence and Know Your Client (KYC) requirements: verifying client identity, the purpose of identifying beneficial ownership where applicable, maintaining records of checks undertaken, and recognising that the extent of due diligence depends on the legal activity and applicable requirements
- the purpose and fundamental requirements of anti-money laundering controls within legal services: preventing the use of legal services for money laundering, verifying client identity, assessing client and transaction risks, recognising suspicious activity, maintaining appropriate records, and following internal reporting and escalation procedures
- indicators of fraud, money laundering and cybercrime that may arise when supporting legal matters: inconsistent or falsified client information, unusual or unexplained financial transactions, concerns about the source of funds, suspicious requests to transfer money or disclose confidential information, phishing communications and unauthorised attempts to access digital systems or client records
- the requirements and procedures for responding to suspected fraud, money laundering and information-security risks: verifying information and requests; protecting confidential information; recognising and reporting suspicious activity through designated reporting channels; and the need to follow relevant legal, regulatory and organisational reporting and escalation procedures
- the risks and limitations of artificial intelligence and automated tools when supporting legal administrative activities: inaccurate or biased outputs, lack of transparency, confidentiality breaches, data protection and information-security risks, and the need for human verification and professional oversight
- principles of organising and prioritising workload to meet deadlines, service requirements and professional obligations

In working to achieve the work-related purpose, students must be able to:

- identify professional, ethical and regulatory requirements relevant to a legal services activity by determining applicable requirements relating to confidentiality,

data protection, information security and professional conduct, and recognising how these requirements affect the activity being undertaken

- review client identity information as part of client due diligence and Know Your Client (KYC) processes, identify missing or inconsistent information, record the outcome of checks and recognise when further verification or referral to an authorised person is required
- identify indicators of fraud, money laundering and information-security risks, and respond by following organisational procedures to protect information, record concerns and escalate matters to an authorised person
- use artificial intelligence and automated tools to support legal administrative activities, verify the accuracy, relevance and completeness of outputs against reliable information, and identify confidentiality, data protection, information-security and professional risks before using the outputs
- organise and prioritise activities to meet deadlines, service requirements and professional obligations
- report or escalate concerns relating to regulatory compliance, confidentiality or information security, following organisational procedures and communicating relevant information to an authorised person

3.4 Core Knowledge and Understanding

When developing qualification specifications, awarding organisations must allocate between 90 and 120 GLH to Core Knowledge and Understanding to ensure sufficient depth of coverage of key Legal concepts, theories and principles at level 3.

The Core Knowledge and Understanding both:

- provides the conceptual foundation that underpins achievement of the work-related purposes
- ensures that students develop a coherent understanding of the subject more broadly

Where concepts appear across both core knowledge and understanding and work-related purposes, the core knowledge and understanding section defines what students must understand conceptually, while the work-related purposes specify how that understanding is applied, evidenced and demonstrated in context.

Students must know and understand:

The legal system and development of law

- the purpose and functions of law in society, and the distinction between civil and criminal law in relation to their purposes, processes, burdens and standards of proof, and outcomes
- the structure and jurisdiction of the courts in England and Wales: Magistrates' Court, Crown Court, County Court, High Court, Court of Appeal and Supreme Court; the principal routes of appeal between these courts; and the role of tribunals in resolving specialist disputes
- the sources and development of law in England and Wales: primary legislation, secondary legislation and case law; the roles of Parliament and the judiciary; the relationship between sources of law; the purpose of statutory interpretation and the literal, golden and mischief rules; and the principles of judicial precedent relating to court hierarchy and binding and persuasive precedent.

Key substantive areas of law

Criminal law

- the key elements of criminal liability: actus reus as the prohibited conduct; mens rea as the guilty mind, with intention and subjective recklessness; causation; and the requirement for the relevant elements of actus reus and mens rea to coincide
- non-fatal offences of assault and battery and the property offence of theft, with reference to the actus reus and mens rea of each offence

- the requirements for self-defence: necessity of force and reasonableness of the force used
- the purposes of criminal sentencing: punishment, reduction of crime including by deterrence, reform and rehabilitation, protection of the public, and reparation

Contract law

- the requirements for forming a legally binding contract: offer, acceptance, consideration and an intention to create legal relations
- contractual terms: express and implied terms, with reference to conditions, warranties, and innominate terms
- breach of contract and remedies: actual and anticipatory failure to perform contractual obligations; damages; equitable remedies; and termination in appropriate circumstances

Negligence in tort law

- the requirements for establishing negligence: duty of care; breach of duty; factual causation including the but-for test; legal causation including remoteness of damage and the eggshell-skull rule; and actionable damage
- breach of Duty: The reasonable person standard, factors affecting reasonableness: age; learner status; professionals, and risk factors
- damages as a remedy for negligence

Other areas of law

- aspects of family law: divorce in marriage and dissolution of civil partnerships, parental responsibility and arrangements for children following relationship breakdown
- aspects of property law: freehold and leasehold ownership, transfer of property ownership, and landlord and tenant rights and responsibilities
- aspects of employment law: employee and worker status, contractual rights and responsibilities, workplace discrimination and dismissal

Legal services and access to justice

- the structure and purpose of the legal services sector, covering private practice, public-sector legal services, in-house legal services and organisations providing legal advice and support
- the distinction between reserved and non-reserved legal activities, the purpose and characteristics of reserved legal activities, and the roles of the Solicitors Regulation Authority (SRA), Bar Standards Board (BSB) and CILEx Regulation in setting and maintaining professional and regulatory standards within legal services

- the principles of access to justice and routes to legal advice, representation and dispute resolution
- barriers to accessing justice: cost, geographical location, communication and accessibility needs, and digital exclusion

Professional, ethical and digital principles

- fundamental professional and ethical principles within legal services: integrity, confidentiality, independence, accountability, equality, diversity and inclusion, acting in the client's best interests and avoiding conflicts of interest
- the role of digital technologies, artificial intelligence and automation in legal services, their benefits and limitations, and the importance of information security, human oversight and professional accountability

Annex

Glossary of Terms

Alternative dispute resolution (ADR) - Methods of resolving disputes without determination by a court, including negotiation, mediation and arbitration.

Artificial intelligence (AI) - Technology used to perform tasks such as analysing information, generating content and identifying patterns.

Case law - Law developed through decisions made by courts and the legal principles established through those decisions.

Case management System - A digital system used to organise, maintain, access and manage information and documentation relating to legal matters.

Client due diligence (CDD) - Processes used to establish and verify relevant information about a client and assess associated legal and regulatory risks.

Common law - Law developed through decisions of the courts rather than through legislation.

Conflict of interest - A situation in which competing interests or duties could affect, or appear to affect, the ability to act appropriately and independently.

Judicial precedent - The principle through which decisions of higher courts may establish legal principles that must or may be followed in subsequent cases.

Jurisdiction - The legal authority of a court, tribunal or other body to hear and determine particular matters.

Know your client (KYC) - Activities undertaken to establish and verify a client's identity and relevant circumstances as part of client due diligence.

Legal services - Services involving the application, administration or support of law and legal processes for individuals or organisations.

Obiter dicta - Statements or observations made by a judge that are not essential to the decision and are not binding as precedent.

Primary legislation - Law made by the UK Parliament or other authorised legislatures through Acts.

Ratio decidendi - The legal principle or reason for a judicial decision that forms the binding element of a precedent.

Reserved legal activities - Legal activities that may only be carried out by individuals or organisations authorised to undertake them.

Secondary legislation - Law made under powers granted by primary legislation.

Statutory interpretation - The process through which courts determine the meaning and application of legislation.

Tribunal - A body with legal authority to determine particular categories of disputes or appeals.

Version control - Processes used to identify, record and manage different versions of documents or information.

Transferable Skills

The following transferable skills have been integrated into the content for work-related purposes:

WRP	Transferable skills
WRP1	**Planning** when organising legal documentation, case activities and deadlines to support case progression. **Recording** when creating and maintaining accurate legal documents, case records, file notes and document histories. **Analysing** when reviewing legal documentation and case information to identify errors, omissions and inconsistencies. **Communicating** when producing clear, accurate and appropriately structured legal documentation and correspondence.
WRP2	**Investigating** when locating and selecting legal information from publicly accessible legal research resources. **Analysing** when interpreting legal information and identifying relationships, inconsistencies and gaps in research findings. **Critical** thinking when evaluating the relevance, reliability, authority and currency of legal information and evidence. **Decision** making when selecting relevant legal information and determining whether further research or verification is required.
WRP3	**Critical thinking** when applying legal principles and reasoning to specified legal matters and considering alternative interpretations or responses. **Analysing** when interpreting legal information, circumstances and risks relevant to a legal matter**.** **Decision making** when assessing options, risks and benefits and reaching justified conclusions or recommendations**.**
WRP4	**Communicating** when explaining legal information, processes and terminology clearly and appropriately to clients and stakeholders. **Analysing** when interpreting client and stakeholder information to identify and clarify their needs. **Decision making** when determining an appropriate response, communication approach or need for referral or escalation.

WRP	Transferable skills
WRP5	**Investigating** when gathering and checking information required for compliance and client due-diligence activities. **Analysing** when identifying and assessing professional, regulatory, information-security and compliance risks. **Decision making** when determining appropriate actions in response to compliance risks or matters requiring escalation. **Planning** when organising legal activities, priorities and deadlines**.** **Self-managing** when managing workload and responsibilities within professional requirements. **Recording** when maintaining accurate and secure digital information and records.

Workplace behaviours

Teaching and learning opportunities to develop the following workplace behaviours may be developed through student engagement with work-related purposes:

WRP	Workplace behaviours
WRP1	**Attention to detail** when producing and reviewing legal documentation and maintaining accurate case information. **Responsible** when handling confidential or sensitive legal information and maintaining accurate records.
WRP2	**Perceptive** when interpreting legal information and recognising relevant issues, relationships or inconsistencies. **Persistent** when investigating legal issues and locating appropriate sources of information.
WRP3	**Integrity** when applying legal principles and considering the implications of decisions and recommendations. **Responsible** when recognising the limits of own knowledge or authority and escalating matters appropriately.
WRP4	**Professional** when communicating with clients, colleagues and other stakeholders. **Empathetic** when recognising and responding appropriately to different client circumstances and needs. **Respectful** when communicating with individuals with different perspectives and needs**.** **Adaptable** when adjusting communication to suit the audience and situation.
WRP5	**Integrity** when working within professional and regulatory obligations. **Responsible** when handling client information and responding to compliance requirements. **Attention to detail** when identifying compliance and information-security risks. **Professional** when maintaining standards and escalating matters appropriately**.**

Links to Occupational Standards

The subject content for this V Level draws upon the following Occupational Standards. These are provided for reference, and awarding organisations are not expected to include any further content from these standards or signal content alignment in any more detail in their qualification specifications.

Occupational Standard	Reference	SOC* Codes
Paralegal	ST0245	2419

* Standard Occupational Classification

Links to Foundation Certificates

The following aspects of content directly relate to content specified in the Level 2 Foundation Certificate in Business.

V Level reference	Foundation Certificate reference	Knowledge and Understanding	Skills
WRP1: Legal documentation and case information	LO2	Business documents and records; document and version control; information management; confidentiality and data protection	Produce documents; organise, store and retrieve information; maintain records; check accuracy and completeness
WRP5: Professional, regulatory and digital working practices	LO2	Planning and prioritisation; digital tools and systems; confidentiality; information security; organisational procedures; emerging technologies	Plan and prioritise activities; use digital systems; handle information securely; check digitally generated outputs
WRP4: Client and stakeholder communication	LO3	Communication methods; audience needs; professional conduct; confidentiality; inclusive and accessible communication	Select and adapt communication methods; respond to enquiries; communicate clearly; apply professional standards

V Level reference	Foundation Certificate reference	Knowledge and Understanding	Skills
WRP2: Legal research and analysis	LO4	Sources of information; reliability, relevance and currency; organising and interpreting information; digital tools	Select relevant information; check reliability; interpret information; present findings
WRP1: Legal documentation and case information	LO4	Information and records management; accuracy; completeness; confidentiality; data protection	Record, organise and retrieve information; check accuracy; use digital applications securely
Core: Knowledge and Understanding / WRP3: Applying legal principles and professional judgement	LO6	Contractual relationships; employment and consumer rights; legal and regulatory requirements; evidence and reasoning	Identify rights and obligations; interpret information; compare possible actions; communicate reasoned decisions
WRP5: Professional, regulatory and digital working practices	LO6	Legal and regulatory responsibilities; compliance; escalation; consequences of non-compliance	Identify regulatory requirements; recognise issues requiring escalation or specialist advice
WRP4: Client and stakeholder communication	LO6	Stakeholder needs; communication methods; professional communication; information handling	Analyse stakeholder needs; adapt communication; communicate decisions and supporting reasons

Department for Education

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