

OCCUPATIONAL QUALIFICATION STANDARD

Legal Aid Assistant, EstQF Level 5

An occupational qualification standard is a document which describes the set of skills, knowledge and attitudes, i.e. competence requirements, needed to successfully accomplish duties. Occupational qualification standards are used for compiling curricula and awarding qualifications.

Occupational title	Level of Estonian Qualifications Framework (EstQF)
Legal Aid Assistant, EstQF Level 5	5

Part A DESCRIPTION OF WORK

A.1 Description of work
<p>A legal aid assistant has basic legal knowledge and the skills needed to apply it in order to provide support for specialists in the legal field. The main duties of a legal aid assistant are the administration of legal services and the provision of primary legal services to clients, including explaining procedural documents, deadlines and procedures. A legal aid assistant carries out initial analyses of questions related to their professional field on the basis provided by a specialist and, if necessary, under the specialist's guidance (analysing judicial practice, application of law, etc.). The work of a legal aid assistant includes searching databases and information services for legal provisions, court decisions and other legal information as well as gathering evidence and relevant data and drafting legal documents required for the provision of legal services. The duties of a legal aid assistant depend on the needs of a particular organisation. A legal aid assistant is required to communicate and act promptly and flexibly. They must also ensure the confidentiality of information and client relationships and be able to cope with different people and situations.</p>
A.2 Tasks
<p>A.2.1 Prepping client relationships A.2.2 Support for legal services</p>
A.3 Professional preparation
<p>As a rule, a legal aid assistant has completed a relevant vocational education programme or has acquired professional skills in their workplace.</p>
A.4 Most common occupational titles
<p>Notary's assistant, lawyer's assistant, clerk of the court, paralegal, bailiff's assistant, bankruptcy trustee's assistant, attorney firm assistant, law firm assistant.</p>
A.5 Regulations governing profession
<p>There are no regulations governing the occupation.</p>
A.6 Relevant skills for the future
<p>The use of digital technologies, knowledge of a foreign language and virtual communication are of increasing importance. Also of importance are knowledge of the acronym terminology related to legislation and public authorities, logical thinking and problem-solving, an ability to find connections and distinguish significance and an ability to work in a multicultural environment.</p>

Part B COMPETENCY REQUIREMENTS

B.1 Structure of occupation
<p>All competences must be certified when applying for the qualification.</p>

B.2 General skills of Legal Aid Assistant, EstQF Level 5

General skills of legal aid assistant profession

1. Notes and takes into account the client's needs.
2. Behaves in a balanced and purposeful manner in different service situations, including stressful situations.
3. Complies with the common rules and agreed-upon principles of the organisation.
4. Works independently, in a team and with clients.
5. Is responsible for their own behaviour and the consequences thereof.
6. On the basis of available information and analysis, draws reasoned and logical conclusions.
7. Evaluates, analyses and improves themselves and their activities.
8. Acts in accordance with professional ethics in their work.
9. Uses the national language at the C1 level and one foreign language at the B1 level in their work (see Annex 1 Language skills level descriptions);
10. Uses digital skills in their work: 'Content Creation and Problem Solving' at the Independent User level and 'Information Processing, Communication and Security' at the Advanced level (see Annex 2: DigComp's Self-assessment grid of digital competences).

B.3 Competences

B.3.1 Prepping client relationships

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Performance indicators:

1. Identifies the client's needs, as well as potential conflicts of interest, fosters a positive client relationship, is ready to provide service and communicates with the client using communication tools.
2. Informs the client of the terms and conditions of the legal service and related activities, taking into account the specific nature of the legal service organisation and communicating the necessary information to the client in a comprehensible manner.
3. Advises clients on the basis of initial analysis regarding legal matters (e.g. explaining procedural steps, related deadlines and procedures for proceedings) using appropriate service methods and techniques, based on the client's needs and service structure.
4. Checks payments for legal services in the client management software or calculates charges for legal services on the basis of the policies established in the organisation;
5. Complies with the requirements of confidentiality of information on the basis of the legal framework and the rules established in the organisation.

B.3.2 Support for legal services

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Performance indicators:

1. Conducts initial legal analysis of a research question in the field of law, e.g. analysing implementation practices of legal provisions, including judicial practice.
2. Prepares legal documents, including draft contracts, following requirements and guidelines and creates document templates (letter templates etc.) complying with good practice and the procedure established in the organisation.
3. Depending on the necessity of the task, forwards the documents to the addressee using the communication channels provided by the client, makes copies and extracts of the documents and provides the official seal for approval within the limits of their competence and complies with restrictions on access as stipulated in the requirements of legal acts.
4. Coordinates the life cycle of documents and the preparation and execution of related procedural acts, including the filing of application forms; archives documents in accordance with the procedures stipulated in legislation and established in the organisation.
5. Uses web-based environments and information systems to carry out their duties, including determining the requirements and forms needed to prepare authentication, drafting expert reactions and giving legal judgements, taking into account data protection requirements.
6. Organises meetings and sessions and takes minutes of these considering the specific nature of legal services;
7. Arranges for legal documents to enter into force and for the publication or disclosure of legally valid documents; coordinates the disclosure of public information related to legal documents that have entered into force while complying with the protection of public information and personal data according to the specific nature the organisation.

Part C
GENERAL INFORMATION AND ANNEXES

C.1 Information concerning compilation and certification of occupational qualification standard and reference to classification of occupations	
1. ID of occupational qualification standard in register of occupational qualifications	14-26112019-2.1/2k
2. Occupational qualification standard compiled by:	Kristi Hunt, Kohtutäiturite ja Panktorihaldurite Koda Janne Kerdo, Eesti Juhi Abi Ühing Krista Paal, Eesti Juristide Liit Silver Pramann, Tallinna Majanduskool Sander Põllumäe, Estlex OÜ Hille Raud, SA Õigusteenuste Büroo Elleriin Saar, Advokaadibüroo Emerald Legal Gunnar Vaikmaa, Justiitsministeerium
3. Occupational qualification standard approved by:	Commercial Service and other business activities
4. No. of decision of Sectoral Council	14
5. Date of decision of Sectoral Council	26.11.2019
6. Occupational qualification standard valid until	20.11.2024
7. Occupational qualification standard version no.	2
8. Reference to International Standard Classification of Occupations (ISCO 08)	3411 Legal and Related Associate Professionals
9. Reference to European Qualifications Framework (EQF)	5
C.2 Occupational title in foreign language	
English:	Legal Aid Assistant, EstQF Level 5
C.3 Annexes	
Lisa 1 Language skills level descriptions	
Lisa 2 Scale of self-assessment in digital competence	