

# **Level 2/3 Diploma in Legal Administration (5528-12/13)**

## **Mandatory Group and Optional Group A**

**Assessment guide for assessors and candidates**

601/3787/3

601/3599/2

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CILEx has extensive experience in the field of legal qualifications, both in the UK and internationally: in the last 20 years over 92,000 people have chosen CILEx to pursue their legal career.

CILEx provides a range of programmes for those wishing to pursue a career as a Legal Secretary, as well as qualifications in Legal Studies. The qualifications are offered in association with City & Guilds, the UK's leading vocational awarding body.

For more details of the full CILEx range of qualifications and entry requirements contact:

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## **Mandatory Group and Optional Group A**

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# 1 Guidance for assessors

## Introduction

The Level 2/3 Diploma in Legal Administration are hybrid qualifications, a mixture of vocational skills and knowledge. They have been developed by The Chartered Institute of Legal Executives (CILEX) to meet customers' needs for more modern, up-to-date and flexible qualifications that sit as part of apprenticeship frameworks. These qualifications are accredited as part of the Qualifications Credit Framework (QCF).

## Units - Level 2 and 3

<b>Unit title</b>	<b>City &amp; Guilds unit number</b>	<b>Assessment components required</b>
Legal text processing	Unit 248	one assignment, taken under controlled conditions
Legal audio processing	Unit 249	one assignment, taken under controlled conditions
Working in the legal environment	Unit 251	one assignment
Proofreading in the Legal Environment	Unit 250	externally set, dated entry, proofreading test
Legal spreadsheet processing	Unit 252	one assignment
Legal database processing	Unit 253	one assignment
Legal presentation techniques	Unit 254	one assignment
Legal text and audio processing	Unit 353	two assignments (text & audio), taken under controlled conditions
Business skills in the legal environment	Unit 355	one assignment
Proofreading in the legal environment	Unit 354	externally set, dated entry, proofreading test

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Legal spreadsheet Processing	Unit 356	one assignment
Legal database processing	Unit 357	one assignment
Legal presentation techniques	Unit 358	one assignment
Legal terminology	Unit 359	externally set, on-demand, examination

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## Centre/qualification approval

### Centres not yet approved by City & Guilds

To offer these qualifications, new centres will need to gain both **centre and qualification approval**.

### Existing City & Guilds centres

To offer these qualifications, centres already approved to deliver City & Guilds qualifications will need to gain **qualification approval**.

### Centres already offering City & Guilds qualifications in this subject area

If your centre is approved to offer the following qualifications:

- 4428 NVQs in Business and Administration
- 4475 Certificates in Principles of Business and Administration
- 7657 Level 2 Legal Studies Award/Certificate/Diploma
- 7655 Level 2/3 Legal Secretaries Award/Certificate/Diploma

then your centre can apply for 5528-12/13 qualifications approval using the **fast track approval form**, available from the City & Guilds website.

Centres may apply to offer the new qualifications using the fast track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification(s). After this time, the qualification(s) are subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification approval*, which is also available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must **not** be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Providing City & Guilds qualifications*.

## Assignments

This guidance should be read in conjunction with specific guidance in each assignment.

Each assignment will provide opportunities for candidates to be assessed on a sample range of the content required for the unit. Assignments consist of several tasks. Assessors are required to administer and mark assignments to the criteria set. Evidence generated should be available to the Qualification Consultant for scrutiny, as per the normal visit or when requested. Appendix 8 is an example of a candidate action plan that assessors can use or adapt to provide general feedback on the candidate's work.

Assessors should ensure that candidates are aware of the standard they have to reach to achieve a pass.

## Completion of assignments

Assessors will decide when each candidate should complete an assignment and will be expected to organise the assignments according to the requirements of the candidates and the course.

Candidates can expect a reasonable amount of guidance on how to organise themselves in order to:

- accomplish tasks
- check that the evidence of the required underpinning knowledge has been produced.

Assessors are strongly advised to check and familiarise themselves with the requirements and feasibility of each assignment before it is issued to candidates.

Appendices 5 and 6 are examples of documents that assessors may use to record the assessments the candidate has completed and may be used within your internal quality assurance process. They are examples only and you may wish to alter them to suit your existing documentation. Whatever method you use to ensure quality checks are taking place, please send a copy of your proposed system to your Qualification Consultant.

## Equipment/ resources required

Each assignment will detail the equipment and resources required to complete the particular assignment. Please note for 5528-249/353 Audio assignment, centres will require access to Audio facilities. Audio files are provided by CILEx on **MP3 and WAV formats**.

## Grading of assignments, units and overall qualification

Each assignment is graded as either Re-sit, Refer, Pass, Merit, Distinction in accordance with the grading criteria for the assignment.

- Generic marking and grading criteria is provided for Legal Text Processing assignments 5528-248 / 353 Appendices 1 and 2.
- Specific marking and grading criteria is provided in each Working/Business Skills in the Legal Environment assignment 5528-251/355.
- Generic marking and grading criteria is provided for Legal Information processing assignments 5528-224 /225/226/324/325/326 in Appendices 3 and 4.

Candidates **must** also achieve a Pass in the relevant proofreading test. 5528-250/354 Level 2/3 Proofreading in the Legal Environment is graded pass/ fail.

For 5528-224/225/226/324/325/326 assessment is graded re-sit, refer, pass, merit or distinction. The overall certificate will not show the grade, candidates will receive a Certificate of Unit Credit (CUC) detailing the grade.

### **Time allowance for assignments**

Legal Text Processing assignments 5528-248 and 353 have been allocated time allowances for each assignment, and form part of the marking criteria. Should assessors find that the permitted time for an assignment is considerably at a variance with the time taken by candidates, they should contact their Qualification Consultant in the first instance, who will advise accordingly and feed this information back to City & Guilds where appropriate. These assignments **must** be taken under controlled conditions and should **not** be shown to candidates prior to the assessment session.

Working/Business Skills in the Legal Environment assignments 5528-251/355, can be delivered according to the centre's individual programme of delivery eg task by task over a set teaching period, over a full term, or over the whole period of the course. They do not need to be taken under timed, controlled conditions, however, it is anticipated that the assignment should take candidates no longer than **four hours** (unit 251) and **five hours** (unit 355) (excluding research time), to complete. Tasks should be completed under supervision. An example witness statement form is in Appendix 7 which should be used to testify that candidates who are on distance learning programmes/employer based have completed the assignment in the time recommended. Centre staff should guide candidates to ensure excessive evidence gathering is avoided.

The Legal information processing 5528-252/253/254/357/358/359 assignments should be completed during a timed examination period.

Centres finding that assignments are taking longer, should contact the Qualification Consultant for guidance. Marking criteria should **not** be shown to candidates until grading is complete. The marking criteria should **not** be given to candidates under any circumstances.

### **Opportunities to repeat assignments**

If a candidate fails only one task within an assignment they may repeat the whole task, however they will only be able to achieve a Pass overall for the whole assignment. A reasonable time should be allocated by the assessor for a candidate to repeat a task; this must be indicated on the assessment record. If a candidate fails more than one task they must take a re-sit assignment (alternative version downloadable from the City & Guilds website). It is at the centre's discretion as to whether they allow a candidate to take more than one re-sit assignment, taking into account the individual's circumstances, centre resources, time available etc.

Assessors should ensure that the candidate receives appropriate support before the candidate is allowed to retake the task/assignment. It is recommended that assessors should allow a minimum of seven days or alternative sufficient period of time before any task/assignment is retaken.

The assignments are summative assessment, and other than to gain a Pass, candidates may not retake tasks or assignments to improve grades. It is therefore essential that the assignments are not used as formative assessment and that candidates only attempt the assignments when they are judged to be fully ready. Should tutors/ assessors wish to prepare candidates for the assessments, they may devise their material or use the sample assignments (downloadable from the City & Guilds website) and provide feedback on these.

## Proofreading

Proofreading in the Legal Environment 5528-250/354 is assessed by a dated examination which is available in four series each year, February, May, July and November.

### Level 2

At level 2 the candidate is assessed on the ability to identify spelling, punctuation, consistency, grammatical and presentation errors. The examination is formed of two parts.

Part 1 contains ten extracts, **each** will contain one pre-identified error and will be in the form of spelling, punctuation and consistency/ grammatical /presentation. Candidates are required to circle the correct answer ie a, b or c.

In order to pass Part 1 candidates are expected to identify a **minimum of 75%** of the errors from **each** of the following areas:

- **spelling**
- **punctuation**
- **consistency/ grammatical /presentation**

Part 2, a document, contains **forty** errors which will be in the form of spelling, punctuation and consistency/ grammatical /presentation errors. Candidates are required to circle all the errors they can find.

In order to pass Part 2 candidates are expected to identify a **minimum of 75%** of the errors in the document from **each** of the following areas:

- **spelling**
- **punctuation**
- **consistency/ grammatical /presentation**

Results for candidates circling **51 or more** potential errors will be void as confirmation of their ability to correctly identify errors would not be possible.

**Failure to achieve the minimum percentage from each area in Part 1 or Part 2 will result in an overall fail grade.**

The duration of the examination is 45 minutes and is graded pass/ fail only.

### Level 3

At level 3 the candidate is assessed on the ability to identify and amend spelling, punctuation and consistency/grammatical/presentation errors. The examination is formed of two parts.

Part 1 contains two passages which require candidates to compare and identify **fifteen** errors. The errors will consist of spelling, punctuation and consistency/grammar/presentation.

In order to pass Part 1 candidates are expected to identify a **minimum of 75%** of the errors contained in the first passage from **each** of the following areas:

- **spelling**
- **punctuation**
- **consistency/ grammatical /presentation**

Part 2, a document, contains **thirty-five** errors which will be in the form of spelling, punctuation and consistency/grammatical/presentation errors. Candidates are required to circle all the errors that they can find **and** write the correct answers in the adjacent margin.

In order to pass Part 2 candidates are expected to identify and correctly amend a **minimum of 75%** of the errors in the document from **each** of the following areas:

- **spelling**
- **punctuation**
- **consistency/ grammatical /presentation**

Results for candidates circling **43 or more** potential errors will be void as confirmation of their ability to correctly identify errors would not be possible.

**Failure to achieve the minimum percentage from each area in Part 1 or Part 2 will result in an overall fail grade.**

The duration of the examination is 1 hour and is graded pass/ fail only.

Candidates **are allowed** to use English, legal or mother tongue dictionaries to assist them in these examinations.

Candidates who sit 5528-250/354 examinations will be tested on proofreading text from an article or an extract from a legal document. These extracts, documents or text can be on any subject – but they are generally always related to the legal world in some way or are similar to documents they may encounter in the real working world.

**Please note:** Legal documents will appear in some of the examinations throughout the year and centres should advise their learners of this. City & Guilds/CILEx do **not** test candidates on the layout of these legal documents.

We continue to test candidates on their proofreading capabilities within the content of these documents. Therefore, we expect candidates to only identify or identify and amend spelling, punctuation and consistency/grammar/presentation errors.

Please see a list of legal documents below which may potentially be used in forthcoming proofreading examinations.

## **Level 2**

Letters, notices, information sheets, Briefs to Counsel, Statements, Deeds (Change of name, deed of gift), basic Wills (including Codicils), Sworn Statements, Particulars of Claims, Answer to Petitions, Defences

## **Level 3**

Letters, information sheets, minutes, formal and informal reports, Briefs to Counsel, Statements, Deeds (change of name, deed of gift), Wills (including Codicils), Sworn Statements, Particulars of Claims, Defences, Articles of Association, Answers to Petitions, Partnership Agreement.

## **Legal environment**

The Legal Environment 5528-255 unit is assessed by an online multiple choice examination. The assessment covers all of the knowledge outcomes. The duration of the examination is 1 hour and consists of 30 questions. This assessment is graded pass/ fail only.

## Legal Terminology

Candidates are assessed on the ability to identify the meaning and terms used within legal terminology. Expand legal abbreviations, match Latin terms to their descriptions and identify correct spellings of legal terminology.

The legal terminology examinations are available as on-demand assessments. They are externally set and externally marked examinations. The entries for these examinations must be booked via the Walled Garden and will be available anytime during the year.

Candidates are **not allowed** to use English, legal or mother tongue dictionaries to assist them in these examinations. The duration of the examination is 1 hour and is graded pass/ fail only.

## Health and safety

The importance of safe working practices must always be stressed. Candidates have responsibilities for the safety of others as well as themselves. Anyone behaving in an unsafe manner must be stopped and suitable warnings given. A candidate should not be allowed to continue working on an assignment if they have contravened these requirements.

## Data protection, security

The centre should have available a copy of the Data Protection Act and bring its contents to the attention of candidates.

Centres should themselves ensure that all evidence produced by candidates is kept secure and that assignments are kept locked safely away until their use. It is the responsibility of the centre/assessor to ensure that the candidate taking an assignment/test is the correct person.

Ideally, centres should produce a written strategy outlining their procedures for ensuring the above takes place.

## Keeping records

The candidate records that the centre must hold as required for regulatory compliance purposes must include:

- candidate name
- date of birth
- particular assessment requirements
- organisation
- assessor(s) name
- quality assurance co-ordinator/programme co-ordinator's name
- date of registration
- candidate enrolment number
- qualification title and level
- progress records, including unit accreditation and qualification completion dates.

The assessment records that the centre must hold for three years as required for regulatory compliance purposes include:

- name of the candidate
- units/components assessed, types of evidence submitted, assessment methods used
- names of each assessor involved with the units/components
- dates on which the assessments took place
- assessment locations
- assessment decisions made



- assessment plans, review and feedback records, assessment judgements.

For more detailed information on keeping records please refer to the City & Guilds document, *Supporting Customer Excellence – Centre Manual*, available from the City & Guilds website.

## **Types of evidence**

Assignments are written in a way to encourage candidates to produce different types of evidence. It is important that candidates ensure their name and enrolment number is on all items of evidence handed in.

### **Authenticity**

Centres are reminded to check for authenticity of work where candidates may be using text and the internet to complete tasks.

## **Quality assurance of assignments**

These qualifications are Vocationally Related Qualifications (VRQs) and do not imply occupational competence. Centres are required to establish a system of internal verification/scheme co-ordination to monitor assessors' decisions. This means that the work of assessors involved in the qualification(s) must be monitored by a quality assurance co-ordinator, to ensure that assessors are applying the standards consistently throughout assessment activities. Quality assurance co-ordinators/programme co-ordinators and Qualification Consultants will sample candidates' work to ascertain whether the evidence for an assignment is complete, and to ensure that the allocation of grades by assessors has been fair and beyond dispute. It is for this reason that the signature of both the assessor and the candidate is required on the assignment mark sheet.

Assessors must ensure that candidates understand why a particular assessment decision has been reached. Where candidates do not feel that the assessment decision has been fair, they should have the opportunity to access the normal appeals/complaints procedure of the centre/learning provider in the first instance, and if this does not resolve the situation, of the awarding body.

The use of grading for the assessment of practical work makes it possible for verifiers to use a system of sampling, but when doing so they have to be sure that the evidence is complete and that the allocation of marks and grades has been fair and beyond dispute. It is for this reason that both the assessor's signature and that of the candidate is required on the final mark sheet. Quality assurance co-ordinators need to be sure candidates understand why the relevant grade has been allocated for the qualification.

Candidates' work may also be subject to external verification, which may be by a visit or by post.

There will normally be one external verification activity per centre, per year.

## **Guidance on qualifications/experience for trainers/learning providers**

Trainers/learning providers should be technically competent in the areas for which they are delivering training and should also have experience of providing training. This will be looked for at the approval stage and will be monitored by the external verification process.

Assessors should have recent relevant experience in the specific area they will be assessing.

Assessors need to have a greater level of experience and understanding than those they are assessing.

In addition, assessors must demonstrate the ability to mark assignments using externally set criteria.

While the A/V units are valued as a qualification they are **not** currently a requirement for assessors of these qualifications.

If a candidate's work is selected for external verification, samples of work must be available to the appointed Qualification Consultant.

A Qualification Consultant will visit the centre/learning provider and their role includes the following:

- ensuring that quality assurance co-ordinators are undertaking their duties satisfactorily
- monitoring internal quality assurance systems and sampling assessment activities, methods and records
- acting as a source of advice and support
- promoting best practice
- providing prompt, accurate and constructive feedback to all relevant parties on the operation of centre's/learning provider's assessment systems.

#### **Policy on managing cases of suspected malpractice**

The policy on *Managing cases of suspected malpractice by centres and candidates* can be found on the City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com).

## **Claiming certification**

Candidates must be registered at the beginning of their course. Centres should submit registrations via the *Walled Garden* or on *Form S* (Registration), under the appropriate qualification number, eg 5528-13. Assignments successfully achieved should be claimed also using *Walled Garden* or *Form S* (Results submission); component numbers must be entered followed by P (Pass), M (Merit) and D (Distinction). Results for the proofreading, legal terminology and online multiple choice tests are issued automatically.

Details on all procedures can be found in the *Directory of qualifications*, published by City & Guilds. This information also appears on City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com)

## 2 Guidance for candidates

The following are general instructions which should be followed alongside any specific instructions for each assignment.

- Before you start the assignment you should read the assignment text carefully. This will help you to understand how each task fits into the whole assignment.
- You should start each task on a fresh sheet of paper.
- On each sheet of paper you should type or write your name and enrolment number. Also add an appropriate name to your saved file or as instructed in the task.
- You are expected to check and correct spellings and to expand abbreviations where appropriate.
- **For Working in the Legal Environment and Business Skills in the Legal Environment assignments**, you may use any books, notes or other material to help you, but you must not copy word-for-word from any source. Under no circumstance must you copy someone else's work.
- You must complete **all** tasks before handing in your Advanced/Legal Word Processing assignment to be marked.
- You and your assessor must sign each Assessment Record to verify that all the work contained in that assignment is your own.
- When all required assessment has been completed to the required standard you will achieve either the Level 2 or Level 3 Award, Certificate or Diploma.

### Policy for appeals

The policy on *Reviews, appeals and complaints against assessments* can be found on the City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com).

## Abbreviations

**You should be able to expand the following abbreviations and spell the word accurately:**

abbreviation	spelling	abbreviation	spelling	abbreviation	spelling
a/c(s)	account(s)	immed	immediate(ly)	rec	receipt(s)
AOB	any other business	info	information	recd	received
appt(s)	appointment(s)	jnr	junior	ref(s)	references(s)
approx	approximate(ly)	mfr(s)	manufacturer(s)	sec(s)	secretary(ies)
asap	as soon as possible	misc	miscellaneous	snr	senior
cat(s)	catalogue(s)	necy	necessary	sig(s)	signature(s)
co(s)	company(ies)	opp(s)	opportunity(ies)	temp	temporary
dept(s)	department(s)	org	organisation	wd	would
dr	dear	poss	possible	yr(s)	year(s)
gntee(s)	guarantee(s)	mfr(s)	manufacturer(s)	yr(s)	your(s)

days of the week: eg Thurs, Fri

months of the year: eg Jan Feb

words in addresses: eg Rd St Ave Dr Sq Cresc Pl Pk

complimentary closes: eg ffly singly

**You should be able to spell the following words:**

and their derivations: eg plurals, -ed, -ing, -ment, -tion, -ly, -able, -ible

access	apparent	colleague	expense	permanent	separate
accommodate	appreciate	committee	experience	receipt	success
achieve	believe	correspondence	financial	receive	sufficient
acknowledge	business	definite	foreign	recommend	temporary
advertisement	cancel	develop	government	responsible	through
although	client	discuss	inconvenient	satisfactory	unfortunate

**You should be able to distinguish between words that are often confused eg**

affect / effect	are / our	complement / compliment	dependant / dependent
enquiry / inquiry	ensure / insure	licence / license	practice / practise
principle / principal	stationary / stationery	to / too	their / there

**and identify how to use the apostrophe for omission and possession eg**

it is – **it's** not true  
 it has – **it's** happened twice  
 you/we/they are – **you're/we're/they're** welcome  
 they/we have – **they've/we've** arrived early

it – the dog wagged **its** tail  
 singular noun – the **girl's** dogs  
 plural noun – the **girls'** dogs  
 plural noun that doesn't end in 's' – the **men's** hats

## Legal abbreviations

**You should be able to expand the following abbreviations and spell the word accurately:**

abbreviation	spelling	abbreviation	spelling	abbreviation	spelling
actn(s)	action(s)	ct(s)	court(s)	partics	particulars
afft(s)	affidavit(s)	covt(s)	covenant(s)	pchs(r)	purchase(r)
agmt(s)	agreement(s)	decln(s)	declaration(s)	ppty	property
atty	attorney	doc(s)	document(s)	pty	party
benefl	beneficial	dft(s)	draft(s)	pceedg(s)	proceeding(s)
clt(s)	client(s)	est	estate	sched	schedule
codl(s)	codicil(s)	freehd(s)	freehold(s)	solr(s)	solicitor(s)
conson	consideration	insolvt(cy)	insolvent(cy)	staty	statutory
contt(s)	contract(s)	instron(s)	instruction(s)	smns	summons
convce(s)	conveyance(s)	ct(s)	court(s)	tency	tenancy
(co-)resp	(co)-respondent	judgt(s)	judgment(s)		

**You should retain commonly used abbreviations:**

etc	eg	ie	NB	PS	v
All ER	QC	Plc	Ltd	& (retain only in company names)	FCILEx

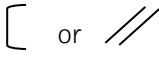



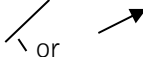

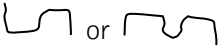




**You should be able to spell the following words:**

and their derivations: eg plurals, -ant, -ary, -cy, -ed, -ee, -hold, -ing, -ment, -of, -or, -tion, -trix

administrator	bankrupt	guarantee	mortgage	transfer	witness
appoint	defence	herein	testament	vendor	
assign	executor	lease	thereafter	whereas	

You should know when to use the spelling **judgment** (as in a case) rather than **judgement**

## Amendment and correction signs

New paragraph		close up	
run on		leave a space	
insertion (with word above or balloon with arrow)		move to the right	
transpose horizontally or balloon with arrow		move to the left	
transpose vertically		Let it stand (stet)	-----  in margin
upper case ie capital letter(s)	u/c	underscore ie underline	u/s
Delete		lower case	l/c

## Punctuation

### **Punctuation marks used may include:**

colon	:	full stop	.
semi-colon	;	question mark	?
hyphen (no space either side)	-	exclamation mark	!
dash (one space either side)	-	brackets	( )
apostrophe	'	asterisk	*
inverted commas	“ ”	oblique or solidus	/
comma	,	ampersand	&

### 3 Glossary of terms

<b>Terms</b>	<b>Description</b>
Briefing notes	relate to a specific scenario, headed, identify key issues, summarise legal points relating to those issues.
Set of notes/revision notes/research notes	use sub-headings, summarise important principles for ease of reference.
Presentation notes/materials	summarises key points, may use bullet points, may use presentation slides which may include images or graphics.
Hand-out/factsheet/information sheet	factual, primarily text, informative, uses sub-headings, usually on A4 or A5 sized paper.
Leaflet	informative, may contain graphics or images, can be A4 or A5, may include examples or scenarios, question and answer or real cases by way of explanation.
Written summary	short continuous prose which will usually focus on a specific issue.



# Setting the Scene

## Legal Administration Diploma and Legal Information Processing assignments

**The aim of the assignments** is to demonstrate the candidate's ability to carry out legal word processing, administration and information processing tasks in a legal setting.

In all the assignments you will be working for the same firm that you have been with throughout your coursework book: **INGRAM LOCHEE & EXTON**, solicitors. As you know, they are a rapidly expanding firm occupying a five-storey office block in the centre of Birmingham. The firm is divided into three main departments: Probate (with a sub-division of Family), Criminal Litigation (sub-division Civil Litigation) and Corporate (sub-division Conveyancing). Each department is in the charge of one of the Partners and is situated on a separate floor. Reprographics, post room, switchboard etc are on the ground floor and interview rooms, staff canteen and rest room on the top floor. As part of the firm's policy, you may be requested to work in any department either on a short-term or a long-term basis.

**Students following the Diploma course should be aware that Ingram Lochee & Exton has expanded and has opened new offices in Dartford, Kent. This is a thriving area of the country, close to London, and within the Thames Gateway. The main offices of Ingram Lochee & Exton are still based in Temple Row, Birmingham.**

### Opening hours

- Offices are open 8.00 am - 6.00 pm Monday to Friday. However, staff are contracted to work a 35 hour week with one hour for lunch; most of the administration staff start at 9.00 am.

### Holiday entitlement

- Holidays run from 1<sup>st</sup> January - 31<sup>st</sup> December each year
- Basic entitlement for all secretaries and administration staff is 20 days per year excluding bank holidays.
- After two years' service, junior secretaries, secretaries and all administration staff receive an extra day and a further day for each additional year up to a maximum of three additional days.
- Senior secretaries receive a maximum of five additional days.
- Solicitors and Chartered Legal Executives start on 25 days and receive a maximum of five additional days.
- Partners receive 35 days.

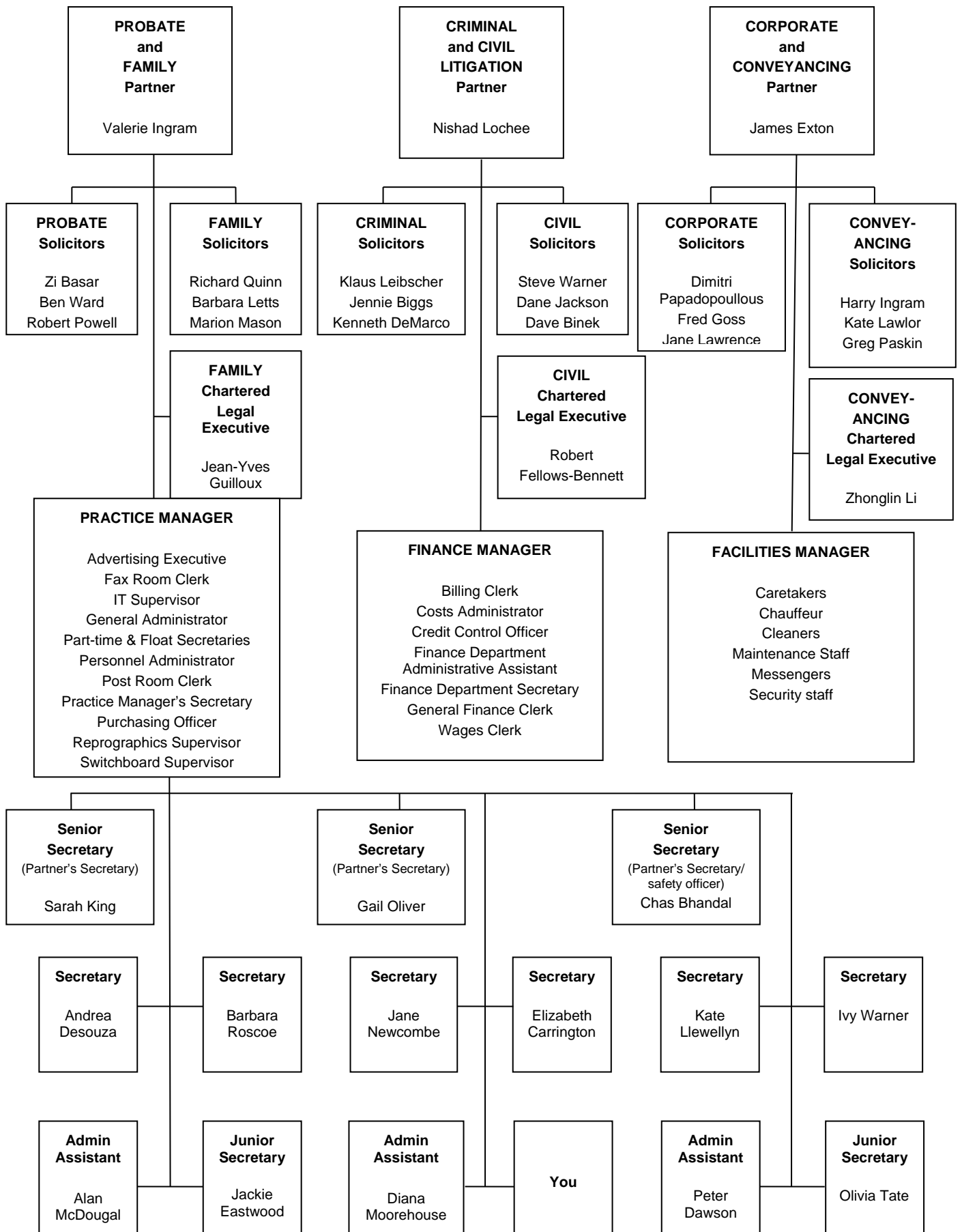
Valerie Ingram (Probate), Nishad Lochee (Criminal Litigation) and James Exton (Corporate) are the partners. There are 18 solicitors and three FCILEx. (Fellows of the Chartered Institute of Legal Executives) as shown in the Organisation Chart which you should *study carefully* before you start work on the assignments.

There is a team of 15 secretarial/administrative staff working directly for the 24 fee earners:

- *three senior legal secretaries* who all have the City & Guilds/CILEx Level 3 Diploma for Legal Secretaries and many years' experience. These three are the Partners' secretaries, and so they have varied duties in addition to their legal secretarial role. When time allows, however, they work for any of the solicitors in their department.
- *six legal secretaries* who all have the City & Guilds/CILEx Level 2 Certificate for Legal Secretaries and are working towards the City & Guilds/CILEx Level 3 Diploma for Legal Secretaries on a day-release course at the local college.
- *three junior legal secretaries* who either have, or are about to achieve, the City & Guilds/CILEx Level 2 Certificate for Legal Secretaries, but are less experienced
- *three administrative assistants*, who are taking the City & Guilds/CILEx Level 2 Certificate for Legal Secretaries at evening class.

There are other administrative staff in the Post Room, Photocopying Room, Switchboard, Reception etc.

**INGRAM LOCHEE & EXTON**



## Example of house style for letters

### INGRAM LOCHEE & EXTON

**PARTNERS**

Valerie Ingram LLB  
Nishad Lochee LLB  
James Exton LLB

**18 Temple Row  
BIRMINGHAM  
B2 5DS**

DX: 13853 Birmingham 1  
Tel: 0121 230 4932  
Fax: 0121 230 4933  
EMail: CILExpt.co.uk

Our ref NL/AS/BOLTON

10 June 20\*\*

URGENT *(if instructed)*

The Chief Constable  
Yorkshire Constabulary  
YORK  
YR3 2ET

EXAMPLE OF HOUSE STYLE FOR LETTERS

*Backsheet layout is shown with relevant task*

Dear Sir

**MICHAEL BOLTON 14 NORTH STREET BIRMINGHAM**

We act for the above named who was involved in a road traffic accident on the A38 near Bromsgrove on 20 August.

The other party involved was Mr D Hughes of 36 Gleneagles Road Blackpool.

Would you please let us have a copy of the police report together with a note of your costs.

We enclose a stamped addressed envelope for your early reply.

Yours faithfully  
INGRAM LOCHEE & EXTON

Nishad Lochee  
Partner

Enc

Copy to: Mr M Bolton

## Examples of Jurat and Common Clauses

### Jurat

SWORN by ANGELA JANE DUTTON )  
at )  
this day of 20\*\* )

Before me

---

A Commissioner for Oaths/Solicitor

### Concluding Words

IN WITNESS whereof the parties hereto have hereunto set their hands the day and year first hereinbefore written

### Attestation Clause

SIGNED AS A DEED by the said )  
ANDREW SMITH )

**INGRAM LOCHEE & EXTON**

**Staff List and Internal Telephone Directory  
Birmingham Office**

<b>Name</b>	<b>Designation</b>	<b>Department</b>	<b>Extn no</b>
Basar Zi	Solicitor	Probate	100
Bhandal Chas	Snr Sec	Corporate	101
Biggs Jennie	Solicitor	Crim Lit	102
Binek Dave	Solicitor	Civil Lit	103
Carrington Elizabeth	Secretary	Crim Lit	104
Dawson Peter	Admin Asst	Corporate	105
DeMarco Kenneth	Solicitor	Crim Lit	106
Desouza Andrea	Secretary	Probate	107
Eastwood Jackie	Jnr Sec	Probate	108
Exton James	Partner	Corporate	109
Fellows-Bennett Robert	FCILEx	Civil Lit	110
Goss Fred	Solicitor	Corporate	111
Guilloux Jean-Yves	FCILEx	Family	112
Harper Simon	Manager	Facilities	113
Ingram Harry	Solicitor	Conveyancing	114
Ingram Valerie	Partner	Probate	115
Jackson Dane	Solicitor	Civil Lit	116
King Sarah	Snr Sec	Probate	117
Lawlor Kate	Solicitor	Conveyancing	118
Lawrence Jane	Solicitor	Corporate	119
Leibschler Klaus	Solicitor	Crim Lit	120
Letts Barbara	Solicitor	Family	121
Li Zhonglin	FCILEx	Conveyancing	122
Llewellyn Kate	Secretary	Corporate	123
Lochee Nishad	Partner	Crim Lit	124
McDougal Alan	Admin Asst	Probate	125
Mason Marion	Solicitor	Family	126
Moorehouse Diana	Admin Asst	Crim Lit	127
Newcombe Jane	Secretary	Crim Lit	128
Newton Abigail	Manager	Practice Manager	129
Oliver Gail	Snr Sec	Crim Lit	130
Papadopoullous Dimitri	Solicitor	Corporate	131
Paskin Greg	Solicitor	Conveyancing	132
Powell Robert	Solicitor	Probate	133
Quinn Richard	Solicitor	Family	134
Roscoe Babs	Secretary	Probate	135
Tate Olivia	Jnr Sec	Corporate	136
Walker Gregory	Manager	Finance	137

**INGRAM LOCHEE & EXTON****Staff List and Internal Telephone Directory  
Birmingham Office**

<b>Name</b>		<b>Designation</b>	<b>Department</b>	<b>Extn no</b>
Ward	Ben	Solicitor	Probate	138
Warner	Ivy	Secretary	Corporate	139
Warner	Steve	Solicitor	Civil Lit	140
<i>Student</i>	<i>You</i>	<i>(Jnr) Secretary</i>	---	141

**INGRAM LOCHEE & EXTON****Staff List and Internal Telephone Directory  
Dartford Office**

<b>Name</b>		<b>Designation</b>	<b>Department</b>	<b>Extn no</b>
Begum	Silpi	FCILEx	Conveyancing	200
Dawson	Brian	Solicitor	Family	201
Exton	James	Partner	Corporate	109
Ingram	Valerie	Partner	Probate	114
Lochee	Nishad	Partner	Crim Lit	123
Moore	Lawrence	Admin Asst	Conveyancing	202
Neilson	Samantha	Jnr Sec	Family	203
Ratcliffe	Elizabeth	Solicitor	Probate	204
Rushton	Donna	Snr Sec	Probate	205
Wilkes	David	Solicitor	Conveyancing	206
<i>Student</i>	<i>You</i>	<i>Secretary</i>	---	207

# INGRAM LOCHEE & EXTON

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B2 5DS**

DX: 13853 Birmingham -1

Tel: 0121 230 4932

Fax: 0121 230 4933

EMail: [CILExpt.co.uk](mailto:CILExpt.co.uk)

(not for service)

---



# INGRAM LOCHEE & EXTON

**PARTNERS**

Valerie Ingram LLB  
Nishad Lochee LLB  
James Exton LLB

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DA1 2RS

DX: 13876 Dartford -1  
Tel: 01322 627 601  
Fax: 01322 627 842  
EMail: CILExptdart.co.uk  
(not for service)


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# ATTENDANCE NOTE

<b>Client</b>		<b>Fee Earner</b>	
<b>Date</b>	<b>Time</b>	<b>Time engaged</b>	

--	--	--	--

# Email

 Message (HTML)

File    Edit    View    Insert    Format    Tools    Actions    Help

From...

To...

Cc...

Subject:

# Appendix 1

## Legal Text Processing - marking scheme

The Legal Text Processing assignments have been designed to develop and assess the candidates' ability to produce a variety of legal documents to a standard that meets the requirements of employment, without supervision.

Assignments **must** be completed within the time specified.

Candidates are required to complete a variety of fairly complex legal documents within the assignments, working from dictated, hand-written and typewritten draft material to produce mailable copy.

Candidates will **not be penalised** for consistently using house-style other than that implied in the draft documents. However, candidates must be consistent in style and format of presentation within each document.

The exact positioning on the page of the component parts of a letter (reference, date, inside address, enclosures etc) and the components of a memo, may, therefore, vary and this is acceptable as long as the document is **useable**.

No penalty is incurred for candidate's failure to include their name, enrolment number and task reference on each document (header, footer or hand written) – but this is strongly encouraged.

### Assessment criteria

Fault	Penalty
<b>Page/document layout</b>	
<ul style="list-style-type: none"><li>Arial or similar is the preferred font style - no penalty for other suitable fonts</li><li>Single line spacing between the component parts of a letter or memo is preferred, but appropriate and consistent use of other spacing, eg two line spaces, will not be penalised</li></ul>	
1a Font size of less than 10 or greater than 12 (unless instructed otherwise)	1
1b Top, bottom left or right margin in a document <sup>1</sup> of less than 13 mm (½ in) (unless instructed otherwise)	1
1c A ragged left margin	1
1d Incorrect stationery used (eg [first page only of] letter not on letterhead, memo not on memohead)	1

<sup>1</sup> document - for example: a letter, memo, information sheet, legal document etc. Not, in this instance, a notice, poster etc.

1e	Stationery not used as instructed (eg Bill of Costs not on letterhead when instructed to do so)	1
1f	Not following instructions given for line spacing (eg single, double)	1
1g	Not leaving horizontal or vertical space as instructed	1
1h	Footnotes, headers or footers not inserted as instructed	1
1i	Failure to number second and subsequent pages of a document (not legal documents)	1

### Word faults

	<ul style="list-style-type: none"> <li>A recognised alternative to UK spelling used consistently in a document will not be penalised</li> <li>Consistent use of initial capitals not shown in the draft will not be penalised (eg Solicitor, Office Manager, Probate, Conveyance)</li> </ul>	
2a	The same word fault only incurs one penalty despite how many times it is repeated within a task	1
2b	<b>One</b> penalty only will be given to any one word containing more than one fault (eg recie5pt)	1
2c	An abbreviation which has not been expanded correctly (eg asap, yrs)	1
2d	An abbreviation which has not been retained (eg etc, Ltd, & in company names)	1
2e	A word in lower case which contains one or more incorrectly used uppercase characters (eg stOp)	1
2f	A word which has an additional character (eg compl;ain)	1
2g	A word which has an incorrect space within it (eg sep arate; 'here with' instead of 'herewith')	1
2h	A word which contains hand-written characters (except those unavailable on the keyboard)	1
2i	A word which has no space after it	1
2j	A proper noun which does not start with an initial capital	1
2k	Post town which is not typed in capitals in addresses of letters	1

<b>Sentence faults</b>		
3a	Failure to start a sentence with a capital letter	1
3b	Failure to end a sentence with a full stop (or exclamation mark or question mark) except in legal documents such as probate or conveyancing documents	1
3c	Faults incurred by incorrect use of initial capitals following incorrect use of, or absence of, a full stop will not be penalised separately (eg ...the time. Of day. ...week we look forward ...)	1
<b>Following instructions</b>		
4a	Failure to follow instructions, including: <ul style="list-style-type: none"> <li>• instructions specifically given or implicit</li> <li>• given by written word(s)</li> <li>• by correction signs</li> </ul>	1
<b>Moving and copying</b>		
5a	Not moving selected text as instructed	1
5b	Moving selected text to incorrect position	1
5c	Moving only part of selected text	1
5d	Not copying selected text as instructed	1
5e	Copying selected text to incorrect position	1
5f	Copying only part of selected text	1
5g	Moving and/or copying text which was not required to be moved or copied	1
<b>Inserting and deleting</b>		
6a	Word(s) inserted in the wrong order or position (eg from a 'bubble')	1
6b	Continuous string of words not deleted as instructed	1
6c	Word not deleted as instructed	1
6d	A word added when not instructed to do so	1

<b>Emphasis</b>		
-----------------	--	--

7a	Not carrying out instructions to emphasise words, including: embolden, italicise, underscore, use capitals or spaced capitals	1
	NB: Emphasis used where not instructed will not incur a penalty (eg emboldened headings)	

<b>Correction signs and specific instructions</b>		
---	--	--

	<ul style="list-style-type: none"> <li>Not correcting errors or following instructions which were indicated in the draft, including:</li> </ul>	
8a	Word(s) not transposed as instructed	1
8b	Not indicating a new paragraph as instructed	1
8c	Not adding an (accurate) date or post-date as required	1
8d	Not locating and including (accurate) information from another document as instructed	1
8e	Items/lists not sorted into order (alpha, cost, numerical etc) as instructed	1
8f	Not centring text as instructed	1
8g	Not insetting text to the correct measurements as instructed (within a reasonable tolerance)	1
8h	Not inserting page breaks (as instructed)	1
8i	Not indicating special marks where instructed (eg URGENT, SUBJECT TO CONTRACT)	1
8j	Borders visible on a table when instructed to hide them	1
8k	Incorrect calculations eg adding VAT; totalling columns of figures etc	1
	(If final total is incorrect, despite other errors in calculations, one penalty will be incurred)	
8l	Not inserting bullet points or other emphasis where instructed	1

## Implicit instructions

9a	Not including the date in letters and memos - the date may be shown in any suitable position	1
9b	Not emphasising headings and subject headings (caps, bold, underscore, italics etc)	1
9c	Not indicating enclosure(s) in letters or memos (where they are implied in the letter or memo)	1
9d	Not correcting errors of agreement	1
9e	Incorrect use of the apostrophe(s)	1
9f	Recipient(s) of extra copy/copies not shown	1
	Extra copies for additional recipients not printed	1
	Routing of extra copies not indicated - tick, highlight etc	1
	Maximum two penalty errors for all (or combination of the above)	
9g	Not aligning decimal points in columns of figures	1
9h	The following should not be divided: <ul style="list-style-type: none"><li>• names</li><li>• one line of an address</li><li>• town names</li><li>• the three parts of a date</li><li>• times</li><li>• sums of money (in figures)</li><li>• measurements</li><li>• car registration numbers</li></ul>	1

## Legal documents

(the following are implicit instructions and may/may not be given in rubric)

10a	Legal document not typed in double line spacing	1
10b	A left margin in a legal document of less than 25 mm (1") (unless instructed otherwise)	1
10c	Attestation clause <b>not</b> in single line spacing	1
10d	Failure to align brackets vertically after attestation clause	1
10e	Capitalisation – Respondent, Petitioner, Claimant, Defendant should be typed with initial capitals.	1



10f	Closed Caps to be used for signposts - Examples include: BETWEEN ALL THAT TOGETHER WITH WHEREAS TO HOLD SUBJECT TO IN WITNESS SIGNED AS A DEED NAMES OF PARTIES PROVIDED IT IS HEREBY CERTIFIED	1
10g	Page Breaks – penalties will be incurred if a new page is started with the first attestation clause or the dated line	1

### **Backsheets**

	<ul style="list-style-type: none"> <li>• Designation of parties may be on line immediately below names</li> </ul>	
10h	Text not distributed equally on page vertically – to a reasonable tolerance	1
10i	One penalty will be incurred for each missing item, eg designation of claimant etc; solicitor’s name; address; tel/fax no (one penalty only per item)	1
10j	Backsheet not typed on the right hand side of a vertical page	1

### **Results:**

Results will be graded: Re-sit, Refer, Pass, Merit, Distinction.

## Appendix 2

### Legal Text Processing – grading criteria

**5528-248/353 Text processing assignments** must be completed during a 2 hour period.

#### 5528-248

Re-sit	Refer	Pass	Merit	Distinction
<p>Any level 2 text processing assignment with <b>two or more</b> tasks each having 7 or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any text processing assignment with any <b>one</b> task having <b>7</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> <li>• If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</li> </ul>	<p>No more than <b>6</b> errors/word faults per task.</p>	<p>No more than <b>6</b> errors/word faults per task <b>and</b> no more than <b>17</b> errors/word faults for the whole assignment.</p>	<p>No more than <b>6</b> errors/word faults per task <b>and</b> no more than <b>10</b> errors/word faults for the whole assignment.</p>

### 5528-353 (Text processing)

Re-sit	Refer	Pass	Merit	Distinction
<p>Any level 3 text processing assignment with <b>two or more</b> tasks each having 8 or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any text processing assignment with any <b>one</b> task having <b>8</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> <li>• If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</li> </ul>	<p>No more than <b>7</b> errors/word faults per task.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>20</b> errors/word faults for the whole assignment.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>12</b> errors/word faults for the whole assignment.</p>

**5528-249/353 Audio assignments** must be completed during a 1½ hour period.

**5528-249**

<b>Re-sit</b>	<b>Refer</b>	<b>Pass</b>	<b>Merit</b>	<b>Distinction</b>
<p>Any level 2 audio assignment with <b>two or more</b> tasks each having <b>7</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any audio assignment with any <b>one</b> task having <b>7</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> <li>• If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</li> </ul>	<p>No more than <b>6</b> errors/word faults per task.</p>	<p>No more than <b>6</b> errors/word faults per task <b>and</b> no more than <b>12</b> errors/word faults for the whole assignment.</p>	<p>No more than <b>6</b> errors/word faults per task <b>and</b> no more than <b>8</b> errors/word faults for the whole assignment.</p>

**5528-353 (Audio processing)**

<b>Re-sit</b>	<b>Refer</b>	<b>Pass</b>	<b>Merit</b>	<b>Distinction</b>
<p>Any level 3 audio assignment with <b>two or more</b> tasks each having <b>8</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any audio assignment with any <b>one</b> task having <b>8</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> <li>• If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</li> </ul>	<p>No more than <b>7</b> errors/word faults per task.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>15</b> errors/word faults for the whole assignment.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>9</b> errors/word faults for the whole assignment.</p>

## Appendix 3

### Legal Information Processing - marking scheme

The Legal Information Processing assignments have been designed to develop and assess the candidates' ability to use different IT applications to a standard that meets the requirements of employment, without supervision.

Assignments **must** be completed within the time specified.

**Failure to submit all printouts as required will result in an automatic Fail.**

No penalty is incurred for candidate's failure to include their name, enrolment number and task reference on each document (header, footer or hand written) – but this is strongly encouraged.

#### 5528-252 – Level 2 Legal Spreadsheet Processing

Fault		Penalty
<b>Automatic fail</b>		
1a	Incomplete work	Fail
1b	one or more incorrect formulae	Fail
1c	Row or column omitted	Fail
1d	Failure to sort	Fail
1e	Incorrect sort (eg only one column sorted)	Fail
<b>Accuracy</b>		
2a	Incorrect chart produced	1
2b	Missing or incorrect header or footer (per instruction)	1
2c	Each word omitted	1
2d	Incorrect case (row/column)	1
2e	Incorrect case (each proper noun)	1
2f	Typographical error (per error)	1

**Document layout**

3a	Incorrect sort order data (eg ascending instead of descending)	1
3b	Incorrect orientation – portrait or landscape (per printout)	1
3c	Incorrect alignment (per instruction)	1
3d	Narrow columns (per column)	1

**Following instructions**

4a	Incorrect chart/graph formatting (per instruction)	1
4b	Failure to save chart/graph to new sheet	1
4c	Incorrect filename	1
4d	Incorrect formatting (per instruction)	1
4e	First incorrect formula	1
4f	Replication of incorrect formula	1

## 5528-253 – Level 2 Legal Database Processing

Fault		Penalty
<b>Automatic fail</b>		
1a	Incomplete work	Fail
1b	Field or record omitted	Fail
1c	Non-use of data entry form	Fail
1d	Failure to sort	Fail
1e	Incorrect query	Fail
1f	Report based on incorrect data	Fail
<b>Accuracy</b>		
2a	Incorrect data type	1
2b	Typographical error (per error)	1
2c	Each word omitted	1
2d	Incorrect case (each proper noun)	1
2e	Incorrect case (field or record)	1
<b>Document layout</b>		
3a	Incorrect sort order (eg ascending instead of descending)	1
3b	Incorrect formatting (per instruction)	1
3c	Narrow columns (per column)	1
3d	Incorrect order of field names in query or report	1
3e	Incorrect use of primary key (per task)	1
3f	Omitted/superfluous fields in query or report (per field)	1

## Following instructions

4a	Failure to print in landscape/portrait as instructed (per printout)	1
4b	Incorrect filename	1



## 5528-254 – Level 2 Legal Presentation Processing

Fault		Penalty
<b>Automatic fail</b>		
1a	Incomplete work	Fail
1b	Graphic not inserted	Fail
1c	Speaker notes not added	Fail
<b>Accuracy</b>		
2a	Each word /bulleted point omitted	1
2b	Typographical error (per error)	1
2c	Incorrect case (per task)	1
2d	Slide numbers not inserted	1
<b>Document layout</b>		
3a	Incorrect slide layout	1
3b	Bullet symbol not inserted (per task)	1
3c	Incorrect formatting (per instruction)	1
3d	Incorrect alignment (per instruction)	1
3e	Incorrect print format (per printout)	1
3f	Timings not used or incorrect	1
3g	Background not added or incorrect	1
<b>Following instructions</b>		
4a	Failure to animate graphic	1
4b	Slide not deleted	1

4c	Slide order not amended	1
4d	Speaker notes added to incorrect slide	1
4e	Action button not used	1

## 5528-356 – Level 3 Legal Spreadsheet Processing

Fault		Penalty
<b>Automatic fail</b>		
1a	Incomplete work	Fail
1b	One or more incorrect formulae	Fail
1c	Row or column omitted	Fail
1d	Failure to sort	Fail
1e	Incorrect sort (eg only one column sorted)	Fail
1f	Non-use/incorrect use of absolute cell references	Fail
1g	Non-use/incorrect use of links	Fail
1h	Non-use/incorrect IF statement	Fail
1i	Incorrect chart/graph produced	Fail
<b>Accuracy</b>		
2a	Each word omitted	1
2b	Incorrect case (row/column)	1
2c	Incorrect case (each proper noun)	1
2d	Typographical error (per error)	1
<b>Document layout</b>		
3a	Incorrect sort order (eg ascending instead of descending – per instruction)	1
3b	Incorrect alignment (per instruction)	1
3c	Incorrect header/footer information (per instruction)	1
3d	Incorrect orientation – portrait or landscape (per printout)	1

3e	Narrow columns (per column)	1
<b>Following instructions</b>		
4a	Incorrect chart/graph formatting (per instruction)	1
4b	Failure to save chart/graph to new sheet	1
4c	Incorrect filename	1
4d	Incorrect formatting (per instruction)	1

## 5528-357 – Level 3 Legal Database Processing

Fault		Penalty
<b>Automatic fail</b>		
1a	Incomplete work	Fail
1b	Field or record omitted	Fail
1c	Non-use of data entry form	Fail
1d	Failure to sort (primary or secondary)	Fail
1e	Incorrect query	Fail
1f	Report based on incorrect data	Fail
1g	Non-use of look-up table	Fail
<b>Accuracy</b>		
2a	Incorrect data type	1
2b	Typographical error (per error)	1
2c	Each word omitted	1
2d	Incorrect case (each proper noun)	1
2e	Incorrect case (field or record)	1
<b>Document layout</b>		
3a	Incorrect alignment (per instruction)	1
3b	Incorrect formatting (per instruction)	1
3c	Incorrect sort order (eg ascending instead of descending – per instruction)	1
3d	Incorrect order of field names in query or report	1
3e	Non-use/incorrect use of primary key (per task)	1

3f	Omitted/superfluous fields in query or report (per field)	1
3g	Narrow columns (per column)	1
3h	Data entry form not in required format	1

### Following instructions

4a	Failure to print in landscape/portrait as instructed (per printout)	1
4b	Incorrect filename	1
4c	Non-use of find and replace	1

## 5528-358 – Level 3 Legal Presentation Processing

Fault		Penalty
<b>Automatic fail</b>		
1a	Incomplete work	Fail
1b	Speaker notes not added	Fail
1c	Graphic not inserted	Fail
1d	Hyperlink not added	Fail
1e	Sound file/video clip/chart not inserted	Fail
1f	Transitions not applied	Fail
1g	Master slide not used	Fail
<b>Accuracy</b>		
2a	Each word /bulleted point omitted	1
2b	Typographical error (per error)	1
2c	Incorrect case (per task)	1
2d	Slide numbers not inserted	1
<b>Document layout</b>		
3a	Incorrect slide layout	1
3b	Bullet symbol not amended (per task)	1
3c	Incorrect formatting (per instruction)	1
3d	Incorrect alignment (per instruction)	1
3e	Failure to print in landscape/portrait as instructed (per printout)	1
3f	Timings not used or incorrect	1
3g	Background not added or incorrect	1

3h	Incorrect graphic size	1
3i	Speaker notes not formatted	1
<b>Following instructions</b>		
4a	Failure to animate graphic	1
4b	Slide not deleted	1
4c	Slide order not amended	1
4d	Incorrect filename	1
4e	Speaker notes added to incorrect slide	1
4f	Action button not used	1
4g	Sound file not as specified	1
4h	Transitions not as specified	1
4i	Comment not added	1

**Results:**

Results will be graded: Re-sit, Refer, Pass, Merit, Distinction.



## Appendix 4

### Legal Information Processing - grading criteria

Each Legal Information Processing assignments must be completed during a 1 ½ hour period.

#### 5528-252 Level 2 Legal Spreadsheet Processing

Re-sit	Refer	Pass	Merit	Distinction
<p>Any assignment with <b>two or more</b> tasks each having to be referred. (See refer column)</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any assignment with <b>6</b> or more errors in Task A or Task B.</p> <p style="text-align: center;"><b>or</b></p> <p>Any assignment with <b>3</b> or more errors in Task C.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> <li>• If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</li> </ul>	<p>No more than <b>12</b> errors for the whole assignment.</p>	<p>No more than <b>8</b> errors for the whole assignment.</p>	<p>No more than <b>4</b> errors for the whole assignment.</p>

### 5528-356 Level 3 Legal Spreadsheet Processing

Re-sit	Refer	Pass	Merit	Distinction
<p>Any assignment with <b>two or more</b> tasks each having to be referred. (See refer column)</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any assignment with <b>6</b> or more errors in Task A or Task B.</p> <p style="text-align: center;"><b>or</b></p> <p>Any assignment with <b>3</b> or more errors in Task C.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> </ul> <p>If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</p>	<p>No more than <b>12</b> errors for the whole assignment.</p>	<p>No more than <b>8</b> errors for the whole assignment.</p>	<p>No more than <b>4</b> errors for the whole assignment.</p>

### 5528-253 Level 2 Legal Database Processing

Re-sit	Refer	Pass	Merit	Distinction
<p>Any assignment with <b>two or more</b> tasks each having to be referred. (See refer column)</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any assignment with <b>10</b> or more errors in Task A or Task C.</p> <p style="text-align: center;"><b>or</b></p> <p>Any assignment with <b>7</b> or more errors in Task B.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> </ul> <p>If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</p>	<p>No more than <b>15</b> errors for the whole assignment.</p>	<p>No more than <b>9</b> errors for the whole assignment.</p>	<p>No more than <b>5</b> errors for the whole assignment.</p>

### 5528-357 Level 3 Legal Database Processing

Re-sit	Refer	Pass	Merit	Distinction
<p>Any assignment with <b>two or more</b> tasks each having to be referred. (See refer column)</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any assignment with <b>7</b> or more errors in Task A.</p> <p style="text-align: center;"><b>or</b></p> <p>Any assignment with <b>10</b> or more errors in Task B and C.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> </ul> <p>If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</p>	<p>No more than <b>15</b> errors for the whole assignment.</p>	<p>No more than <b>9</b> errors for the whole assignment.</p>	<p>No more than <b>5</b> errors for the whole assignment.</p>

### 5528-254 Level 2 Legal Presentation Processing

Re-sit	Refer	Pass	Merit	Distinction
<p>Any assignment with <b>two or more</b> tasks each having to be referred. (See refer column)</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any assignment with <b>6</b> or more errors in Task A and Task C.</p> <p><b>or</b></p> <p>Any assignment with <b>6</b> or more errors in Task B.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> </ul> <p>If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</p>	<p>No more than <b>10</b> errors for the whole assignment.</p>	<p>No more than <b>5</b> errors for the whole assignment.</p>	<p>No more than <b>3</b> errors for the whole assignment.</p>

### 5528-358 Level 3 Legal Presentation Processing

Re-sit	Refer	Pass	Merit	Distinction
<p>Any assignment with <b>two or more</b> tasks each having to be referred. (See refer column)</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any assignment with <b>8</b> or more errors in Task A and Task C.</p> <p><b>or</b></p> <p>Any assignment with <b>4</b> or more errors in Task B.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> </ul> <p>If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</p>	<p>No more than <b>10</b> errors for the whole assignment.</p>	<p>No more than <b>7</b> errors for the whole assignment.</p>	<p>No more than <b>4</b> errors for the whole assignment.</p>

## Appendix 5

### Summary of unit assignment achievements - example

Qualification **City & Guilds/CILEx Legal Administration** \_\_\_\_\_ Level \_\_\_\_\_

Candidate name \_\_\_\_\_

Candidate enrolment number \_\_\_\_\_

Centre name and number \_\_\_\_\_

Unit number	Assignment title	Time taken	Date	Candidate signature	Assessor signature

Confirmation of achievement for which certification is requested

Signature of quality assurance co-ordinator \_\_\_\_\_

Date \_\_\_\_\_

NB: Where a quality assurance co-ordinator is signing off the achievements and confirming this candidate has completed prior to certification, they should sign and date where indicated.

If the quality assurance co-ordinator has also 'sampled' one or more of the candidate's evidence, the quality assurance co-ordinator should also initial against unit number in red.

# Appendix 6

## Candidate action plan – example

### Candidate Action Plan

<b>Centre Name:</b>	
<b>Candidate Name:</b>	
<b>Course Title:</b>	

<b>Task/ assignment</b>	<b>Action Points</b>

<b>Assessor Name:</b>		<b>Candidate Name:</b>	
<b>Assessor Signature:</b>		<b>Candidate Signature:</b>	
<b>Date:</b>		<b>Date:</b>	

## Appendix 7

### Witness testimony – example

#### Diploma in Legal Administration

Candidate name \_\_\_\_\_

Centre name and number \_\_\_\_\_

I hereby testify that the above candidate has carried out all the requirements of the following assignment within the recommended time allowance stated. I further testify that all work submitted is authentic and the candidate's own.

#### Unit number

\_\_\_\_\_  
Assignment title  
and tasks  
completed

\_\_\_\_\_  
Venue

\_\_\_\_\_  
Date

#### Witness details

Name \_\_\_\_\_

Position/Job title \_\_\_\_\_

Organisation/contact details \_\_\_\_\_

\_\_\_\_\_  
Candidate signature \_\_\_\_\_ Date \_\_\_\_\_

Witness signature \_\_\_\_\_ Date \_\_\_\_\_

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