

NALP Level 3 Paralegal End-Point Assessment

(for Apprenticeship Standard ST0245 v1.3)

Specification

National Association of Licensed Paralegals

Office 1 1st Floor
Dragon Bridge House
253/259 Whitehall Road
Leeds
LS12 6ER

020 7112 8034

www.nationalparalegals.co.uk

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1. Introduction to NALP

NALP is the oldest established professional membership and self-regulatory body for paralegals in the UK, having been established in 1987. NALP advocates for its members and for full recognition of the paralegal profession as an integral part of the legal sector as a whole.

Between inception and current day, NALP has continued with this mission with a number of notable achievements, including becoming the only UK paralegal membership body to become an Awarding Organisation recognised by the Office of Qualifications and Examinations (Ofqual) to offer regulated qualifications in England, specifically aimed at and designed for those working as, or looking to work as, a paralegal.

In 2022, NALP was granted further recognition as an End Point Assessment Organisation, specifically to deliver the End Point Assessment for the Level 3 Paralegal Apprenticeship Standard.

More details of the work NALP does to advocate for Paralegals can be found on our website at www.nationalparalegals.co.uk. This website also provides details of NALP’s other qualifications and the latest issue of this Specification.

2. NALP Contact Details

For Enquiries regarding the delivery and assessment of the Level 3 Paralegal Apprenticeship End Point Assessment or other NALP Paralegal Qualifications:

Email: complianceadmin@nationalparalegals.co.uk

Service Level: Response within 3 working days

For Enquiries regarding NALP Membership:

Telephone: 020 7112 8034 (9:30am to 5:00pm, Monday to Friday excluding bank holidays)

Email: admin@nationalparalegals.co.uk

Service Level: Response within 3 working days

For Marketing:

Email: marketing@nationalparalegals.co.uk

Service Level: Response within 5 working days

3. About Standards Based Apprenticeships

3.1. Apprenticeships in England

The HM Government website – www.apprenticeships.gov.uk – defines an apprenticeship as follows:

"An apprenticeship is a paid job where the employee learns and gains valuable experiences.

Alongside on-the-job training, apprentices spend at least 20% of their working hours completing classroom-based learning with a college, university or training provider which leads to a nationally recognised qualification.

An apprenticeship includes:

- *paid employment with holiday leave*
- *hands-on-experience in a sector/role of interest*
- *at least 20% off-the-job training*
- *formal assessment which leads to a nationally recognised qualification"*

The Level 3 Paralegal Apprenticeship Standard has been approved by the Institute for Apprenticeships and Technical Education (IfATE), which is an executive non-departmental public body, sponsored by the Department for Education. Details of the Institute and the Paralegal Apprenticeship Standard can be found on IfATE's website at <https://www.instituteforapprenticeships.org/>.

3.2. Apprenticeship Standards

An Apprenticeship Standard sets out the Knowledge, Skills and Behaviours (KSBs) that an apprentice will need to demonstrate in order to be deemed competent to undertake the specific role covered by the apprenticeship.

Apprenticeship Standards tend to be relatively short documents that give a high level overview of the occupational profile, the responsibilities that may be held by a person in such a role, as well as the KSBs which will be expected to be demonstrated in the workplace. They also provide other information, such as examples of job titles that may be covered by the Standard.

Apprenticeship Standards are published by IfATE and the one for the Level 3 Paralegal Apprenticeship can be found [here](#).

3.3. End Point Assessments

An End Point Assessment (EPA) is what is called a 'summative assessment'. This means it is an assessment carried out at the end of an apprentice's programme of learning and assesses the apprentice against the KSBs set out in the Apprenticeship Standard. Each Apprenticeship Standard will have an accompanying EPA Plan which provides full details of the assessment methods and 'Gateway' requirements.

EPAs must be marked by an independent End Point Assessment Organisation (EPAO).

3.4. EPA Gateway

The Gateway requirement of an EPA is where a Training Provider or Employer applies to an EPAO, such as NALP, and states that they believe that an apprentice is ready to take their EPA. There will be certain criteria that an Apprentice will have to meet in order to 'step through' the Gateway. These will include:

- That the apprentice has completed the minimum duration of their apprenticeship
- That the apprentice has attained the required English and Maths qualifications detailed in the EPA Plan
- That the apprentice has met the requirements set out in the EPA Plan

3.5. EPA Plan

The EPA Plan will set out all of the KSBs that will be assessed, how they will be assessed (e.g. the 'Assessment Method'), who will undertake the assessment (i.e. whether the assessment will be delivered solely by the EPAO or by the Centre or a third party, etc.), who will make the final decision for the outcome of the assessment and what grades may be given to apprentices. It will also state what quality assurance activities will be carried out to ensure that all results from the EPAs are valid and reliable, regardless of location, employer, training provider or EPAO.

All EPAOs must follow the same EPA Plan to ensure consistency.

Copies of all EPA Plans can be found on [IfATE's website](#).

3.6. Certification

Certificates are issued by IfATE following a request by an EPAO confirming that an apprentice has met all of the KSBs necessary to pass their EPA. Where an apprentice has exceeded the standard for a pass and has achieved a higher grade, such as Merit or Distinction, the certificate will state this.

3.7. NALP's Role and Responsibilities as an EPAO

As a recognised and approved EPAO, NALP is listed on the Government's [Register of End Point Assessment Organisations](#).

NALP is responsible for:

- The development and review of valid and appropriate assessment materials, ensuring that these are up to date and fit for purpose at all times
- The effective delivery of EPAs, giving all due regard to ensuring that they are fair to all Apprentices and minimise any disruption to the Apprentice and their Employer
- Arranging and carrying out the independent assessment of an Apprentice's competence against the KSBs
- Requesting Certificates from the ESFA for successful apprentices

4. NALP Level 3 ST0245 Paralegal Apprenticeship EPA

4.1. Who is the Level 3 Paralegal Apprenticeship for?

This Specification relates to the End Point Assessment Plan that has been agreed and approved for the Level 3 Paralegal Apprenticeship Standard. This is aimed at those who are working as a Paralegal, whether that is within a law firm or in a wider business setting. The Level 3 Paralegal Apprenticeship Standard gives the following as the 'Overview of the role' that would be covered by this apprenticeship:

Providing legal and administrative support, carrying out research and drafting legal documents and forms.

The title 'Paralegal' covers a wide range of job titles and an equally diverse range of legal specialisms. Some examples of job titles for Level 3 Paralegals include:

- Junior Paralegal
- Legal Caseworker
- Legal Claims Handler
- Legal Contracts Administrator
- Legal Assistant

Paralegals can be found in many different working environments, from small legal firms to large multi-nationals and in both the private and public sectors. Many businesses and government departments (local and national) have in-house legal departments that employ paralegals, as do many charities and not-for-profit organisations. There are also specialist paralegal law firms that are staffed entirely by paralegals and offer legal services direct to the public.

Paralegals can do everything that a solicitor or legal executive can do, with the exception of certain 'Reserved Activities' such as carrying out litigation and having the right of audience in court. Since the virtual eradication of legal aid in the UK in 2013, the paralegal profession is the fastest growing profession in the legal sector and have been vitally important to ensuring the public have access to justice at a reasonable cost.

A paralegal apprentice role will generally include things such as drafting legal documents, contacting clients, undertaking legal research and assisting with meetings and governance. They are likely to come into contact with internal and external customers (clients) and other legal professionals both within their organisation and outside of it. They may also have contact with the police and the courts, as well as local and national government departments and regulatory bodies.

Because of the wide variety of roles and responsibilities that an apprentice paralegal may hold, the Level 3 Paralegal Apprenticeship Standard has been designed to take account of as many workplace scenarios as possible and be flexible enough to cope with them. This means that the Apprentice will be able to

meet the paralegal standard within their own area of practice, regardless of their working environment, and demonstrate the Knowledge, Skills and Behaviours necessary to pass the End Point Assessment.

4.2. 'On-Programme' Learning for the Level 3 Paralegal Apprenticeship Standard

All Apprentices must be provided with both the time and teaching resources to allow them to pass the EPA. From the date of enrolment as an apprenticeship, an apprentice would be expected to spend between 12 and 24 months undertaking the On-Programme learning, with 20% of their work time allocated strictly to studying.

Both Training Providers and Employers must ensure that they are fully conversant with the content of the Level 3 Paralegal Apprenticeship Standard and comply with the requirements thereof. This can be found [here](#).

4.3. Availability

The NALP Level 3 ST0245 Paralegal Apprenticeship Standard EPA is available to Apprentices from 1st August 2023 (subject to their meeting the entry criteria).

4.4. Entry Criteria

Prior to the apprentice entering the Gateway, they must have met all of the criteria for the EPA and align with the current Apprenticeship Funding Rules.

Before entering the Gateway, the apprentice's Employer must confirm that they believe that the apprentice is working at or above the occupational standard. Whilst they may liaise with the training provider in making this assessment, the final decision lies with the Employer. In addition to getting approval from the Employer, the apprentice must also have:

- Achieved English and maths qualifications in line with the ESFA's apprenticeship funding rules (i.e. Level 2 or equivalent)
- Participated in and completed at least 12 months On-Programme learning
- Completed the required Portfolio ready for submission to NALP

Their Portfolio and evidence of their English and Maths qualifications must be submitted to NALP prior to their entry through the Gateway, via a specified OneFile account. They must also upload their signed NALP Gateway Declaration form and, if they choose to, their project proposal. These submissions can be made up to 20 working days prior to the date the apprentice intends to enter the Gateway. The NALP Gateway Declaration and the Project Proposal form templates are available in the Training Resource Pack which is provided to Training Providers on enrolment of any apprentices with NALP.

The NALP Gateway Declaration must be signed by the Apprentice, the Employer and the Training Provider.

An Apprentice **will not** be allowed to go through the Gateway or undertake the EPA unless all relevant information and evidence has been provided.

4.5. The Portfolio

An apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. This will be submitted to NALP prior to them entering the Gateway.

The Portfolio will typically contain 10 discrete pieces of evidence, which must be mapped against the KSBs. A qualitative approach is to be taken to reviewing the Portfolio and so it is accepted that one piece of evidence may be used to demonstrate multiple KSBs.

The evidence sources may include:

- Legal research outputs
- Correspondence such as letters and emails
- Case file documents
- Witness statements

Copies of the Employers' Policies and Procedures may also be requested.

All details will be kept confidential, however the apprentice should bear in mind client confidentiality and, where deemed appropriate by the Employer, redact any personal information.

The Portfolio should **not** include any reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for instance, witness statements) rather than opinions. The evidence must be valid and be attributed to the apprentice, which must be confirmed by the employer and the apprentice.

Note: Whilst the Portfolio underpins the Professional Discussion element of the EPA, it is not directly assessed and no feedback will be provided on its content.

4.6. Arrangements for and Duration of the End Point Assessment Period

All required evidence and declarations must be submitted to NALP at least 15 working days prior to an Apprentice going through the Gateway.

The End Point Assessment Period starts when NALP confirms that the Gateway requirements have been met and will typically be 3 months. NALP will confirm that the Gateway requirements have been met as quickly as possible but at least within 10 working days of all required evidence and declarations being submitted.

NALP will then work with the Employer, Training Provider and Apprentice to arrange the schedule for each assessment activity to ensure that all assessment components can be completed within the EPA timeframe.

Note: All Training Providers must be approved and be on the Apprenticeship Providers and Assessment Register (APAR). Apprentices must be registered with NALP at least 6 months prior to going through the Gateway and the commencement of the EPA Period.

4.7. EPA Delivery Requirements

All assessment activities will be, wherever possible, delivered remotely via Zoom. All Apprentices must therefore have access to suitable equipment and premises in order to undertake the assessment via this medium, including being able to deliver a presentation. Equipment required may include:

- A desktop or laptop computer with internet access
- Stable internet connection
- A webcam and microphone (whether built in or separate)
- Suitable audio-visual presentation equipment and software (e.g. Microsoft PowerPoint)

Apprentices should be situated in a quiet room for the duration of the assessment activity being undertaken with no distractions or assistance, unless for the purpose of providing Reasonable Adjustments.

All assessments must be delivered on an individual basis with no more than one apprentice present in the room during the assessment activity.

NALP Assessors will deliver the assessments and make all assessment decisions. If a NALP assessor believes that either the location or the equipment being used is unsuitable for the effective delivery of the assessment they may stop the assessment from continuing and refer it back to the NALP Assessment Officer for re-scheduling.

4.8. Reasonable Adjustments and Special Considerations

NALP is committed to ensuring that all apprentices are able to gain fair access to assessment. Usually any reasonable adjustments will have been made by the Employer and Training Provider during the On-Programme training, however, where necessary, NALP will make additional adjustments to the assessment, as appropriate to the circumstances of the individual apprentice, such as:

- Making changes for individuals to the standard assessment arrangements, for example allowing learners additional time or for the assessments to be delivered in person.
- Adapting templates and other assessment materials such as providing them in large print for those with visual impairments
- Providing, or allowing, facilitators during assessment such as a sign language interpreter (subject to vetting and ensuring no conflicts of interest, etc.)
- Allowing the use of assistive technology, such as screen reading or voice activated software

The Training provider or Employer should liaise with the apprentice to identify reasonable adjustment requirements. This should be achieved prior to, or as soon as possible after, the start of the apprenticeship. Taking into account the apprentice's individual circumstances, the Training Provider or Employer should identify what adjustment is reasonable.

All applications for reasonable adjustments must be made to NALP at least 3 months prior to entering the Gateway via the submission of the Application for Reasonable Adjustment Form, together with relevant evidence to support the application. This evidence may include:

- Diagnosis letter from a specialist consultant or occupational therapist
- Completed JCQ/AA/LD Form 8
- Letter from primary health practitioner (e.g. their GP)

A special consideration is where an event happens during the EPA Period which could not have been anticipated and which may affect the apprentice's fair access to assessment. These could include temporary illness, injury or other adverse circumstances such as bereavement. Any requests for special considerations must be made via submission of a completed Special Consideration Form within 5 days of the apprentice completing the final element of the EPA. Each request will be considered based on the individual circumstances and responded to within 15 working days.

In all cases of reasonable adjustments and special considerations, the adjustments made must not affect the validity, reliability and integrity of the EPA.

Full details can be found in NALP's End Point Assessment Fair Access Policy, a copy of which is available on request.

5. The End Point Assessments

The following sets out the details of the two distinct assessments undertaken as part of this EPA Plan. These assessments may be done in any order.

5.1 Professional Discussion

The professional discussion comprises of a formal two-way conversation between a NALP assessor and the apprentice, usually conducted over Zoom.

The apprentice will have access to their Portfolio for the professional discussion and will be able to refer to it for illustrative purposes to support their answers and statements made during the discussion.

Once through the Gateway, the apprentice will be provided with at least 2 weeks' notice of the date of the professional discussion.

The professional discussion will last for 60 minutes, however, this can be extended by up to 10% by the assessor if it is deemed necessary by them to allow the apprentice to respond to a question.

The assessor will ask the apprentice at least 5 questions which they will have created prior to the professional discussion, based on the content of the Portfolio of evidence submitted by the Apprentice.

5.2 The Project Report with Presentation, Questions and Answers

The project will be a significant and defined piece of work that has real business application and benefit. The apprentice must start and complete the work after they have gone through the Gateway.

The project must meet the needs of the employer's business and be relevant to the apprentice's occupation and apprenticeship. This allows the Employer to provide work from their day-to-day caseload that will enable delivery of a themed task for the Apprentice to undertake within their workplace that will align to the KSBs and provide a consistent opportunity to demonstrate the KSBs mapped to this method.

This assessment method has 2 components:

- Project with a project output in the form of a report
- Presentation with questions and answers

5.2.1. The Project

The apprentice's project can be based on any of the following:

- A specific problem
- A recurring issue
- An idea or opportunity

The project and report must focus on conducting legal research to resolve an identified legal matter for a client or stakeholder in the apprentice's area of specialism. The research must include legislation and/or case law.

The project output must be in the form of a report. The apprentice must start the project after the gateway. They must complete and submit the report to NALP by the end of 20 working days after entering the Gateway. The employer should ensure the apprentice has the time and resources, within this period, to plan and complete their project. The apprentice may work as part of a team to complete the project which could include technical internal or external support, however, the project output must be the apprentice's own work and reflective of their own role and contribution. The apprentice and their employer must confirm that the project output(s) is the apprentice's own work when it is submitted.

The report must include at least:

- A detailed outline of the context of the matter
- An assessment of why the research is necessary and setting out the research objectives
- Evidence to demonstrate how the research has been undertaken and the approach taken in respect of the selection of sources used, including a consideration of cyber security risks
- The research findings
- An explanation of how the law applies to the matter
- An identification of the risks and benefits
- A recommendation as to the best course of action for the stakeholder

The Project report has a word count of 3000 words. A tolerance of 10% above or below the word count is allowed at the apprentice's discretion.

The appendices must include how the project evidences the KSBs mapped to this assessment method. The appendices may also include:

- Legal sources used
- Any supporting resources created such as spreadsheets

The appendices are not included in the overall word count for the Project.

5.2.2. Presentation with Questions and Answers

The apprentice will be required to deliver a presentation to a NALP assessor on their project report. This will be done on a one-to-one basis via Zoom. The apprentice will be given at least 2 weeks' notice of the presentation.

This will normally be expected to be done using suitable presentation software, such as Microsoft PowerPoint. The apprentice must keep the number of slides to a maximum of 5 for the presentation. The apprentice must prepare and submit their presentation speaker notes and supporting materials for the presentation at the same time as they submit their project report, so by the end of 20 working days after entering the Gateway.

The presentation must include:

- An overview of the project
- Challenges faced along the way in the research
- How the challenges were addressed
- Key learning points identified

The Assessor will then ask questions after the presentation which the Apprentice will need to answer based on the project they have submitted. The Assessor will ask at least 2 questions.

The Presentation with questions and answers must last 25 minutes, typically split as 10 minutes for the presentation and 15 minutes for the questions and answers. This time may be increased by up to 10% by the assessor if necessary to allow the apprentice to complete their last point or respond to a question.

The apprentice will need to have access to the equipment detailed in 4.7 above.

6. Grading

6.1. Individual Assessment Methods

Both the Professional Discussion and the Project with Presentation and Questions and Answers can be graded as follows:

- Fail – has not met the pass criteria
- Pass – has met the pass criteria
- Distinction – has met the pass criteria and the distinction criteria for this EPA

6.2. Overall Grading

The NALP Level 3 Paralegal EPA and Apprenticeship can be graded:

- Fail – has not met the pass criteria
- Pass – has met the pass criteria
- Merit – has met the pass criteria and the distinction criteria for one assessment method of this EPA
- Distinction – has met the pass criteria and the distinction criteria for both assessment methods of this EPA

The table below illustrate how the grading will work depending on what an apprentice achieves in each assessment method:

Professional Discussion Underpinned by a Portfolio	Project Report with Presentation, questions and answers	Overall Grading
Any Grade	Fail	Fail
Fail	Any grade	Fail
Pass	Pass	Pass
Distinction	Pass	Merit
Pass	Distinction	Merit
Distinction	Distinction	Distinction

Details of which KSB maps to which assessment method and what the pass and distinction criteria looks like can be found at Appendix B to this Specification.

7. Resits and Retakes

If an apprentice fails one or more assessment methods, they can take a re-sit or a re-take at their employer’s discretion. The apprentice’s employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer must agree with NALP the timescale for a re-sit or a re-take. A re-sit is typically taken within 1 month of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required, and is typically taken within 2 months of the EPA outcome notification.

Failed assessments must be re-sat or re-taken within 6 months of the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to improve their passing grade to a higher one. As such an apprentice cannot improve on a pass to gain a merit or a merit to gain a distinction. The apprentice will still be allowed to gain a maximum grade of a distinction for a re-sit or a re-take.

8. Certification

NALP will report the grades achieved by the Apprentice to the ESFA for each assessment component, but only the overall grade will appear on the apprenticeship certificate. All certificates will be sent from the ESFA to the registered Employer of the Apprentice. NALP does not issue certificates and cannot arrange for these to be issued to the Training Provider or the Apprentice themselves. NALP can also not supply any replacement certificates.

Appendix A – Knowledge, Skills and Behaviours Mapping Table

Ref	Knowledge	Assessment Method
K1	Fundamentals of legal and regulatory liabilities with regards to the client and organisation to ensure compliance with all professional obligations.	Project Report with presentation, questions and answers
K2	The Law and practice relevant to the work undertaken by the team in which the apprentice works such as advocacy and mediation; commercial, corporate and business; contracts and dispute resolution; conveyancing and property; crime; employment law; criminal and civil litigation; matrimonial and family law; will drafting, probate and administration of estates.	Project Report with presentation, questions and answers
K3	Fundamentals of the wider English legal landscape, including how legislation is made; the role of common law; the courts and tribunal system; and key personnel.	Professional Discussion underpinned by a portfolio
K4	Approaches to legal research including the use of digital resources and research tools.	Project Report with presentation, questions and answers
K5	Principles of ethical and professional frameworks and their relevance for service delivery.	Professional Discussion underpinned by a portfolio
K6	Approaches to data analysis and digital tools, such as spreadsheets, in arriving at loss of earnings for clients, valuations of property or estate values for probate for example.	Project Report with presentation, questions and answers
K7	Approaches to drafting legal documents including clarity and precision of language.	Professional Discussion underpinned by a portfolio
K8	Principles of workload management including the preparation and collation of bundles, taking and filing accurate notes, closing and reviewing files, maintaining databases and version control.	Professional Discussion underpinned by a portfolio
K9	Awareness of the commercial or economic drivers of an organisation such as time recording, billing processes and financial efficiency	Professional Discussion underpinned by a portfolio
K10	Awareness of cybersecurity vulnerabilities in an organisation and steps that can be taken to mitigate those risks.	Project Report with presentation, questions and answers
K11	Organisational data and information security standards, policies and procedures relevant to data management activities including legal requirements relating to the use of data, risks to confidentiality of data posed by and to stakeholder's actions.	Professional Discussion underpinned by a portfolio
K12	The impact of diversity and inclusion such as on teamwork, stakeholder relationships and organisational strategies.	Professional Discussion underpinned by a portfolio
K13	Fundamentals of the requirements for acting in the best interest of the client to protect clients and limit liability for	Professional Discussion underpinned by a portfolio

Ref	Knowledge	Assessment Method
	negligence such as identifying and acting for vulnerable clients.	
K14	Fundamentals of anti-money laundering regulations in relation to legal transactions including personal and professional liability.	Professional Discussion underpinned by a portfolio
K15	Fundamentals of administering client accounts including the principles of time-recording and charging fee structures.	Professional Discussion underpinned by a portfolio
K16	The activities of their occupation which contribute to their 'professional carbon footprint' and steps that can be taken to reduce it.	Professional Discussion underpinned by a portfolio
K17	Principles of digital tools and software such as case management systems, databases and online drafting software	Professional Discussion underpinned by a portfolio

Ref	Skill	Assessment Method
S1	Assist in administering procedures using most effective channels to progress caseloads.	Professional Discussion underpinned by a portfolio
S2	Conduct legal research using selected sources such as legal databases.	Project Report with presentation, questions and answers
S3	Solve legal technical problems within their remit and escalating as needed.	Project Report with presentation, questions and answers
S4	Present findings from legal research in line with organisational expectations.	Project Report with presentation, questions and answers
S5	Assist in applying the principles of Law to stakeholder cases.	Project Report with presentation, questions and answers
S6	Assist with legal matters and transactions within the organisation.	Professional Discussion underpinned by a portfolio
S7	Communicate using plain English to provide clarification and explanation of the legal process and standard legal terms.	Project Report with presentation, questions and answers
S8	Organise and administer workflow such as legal files, case management and accounting systems to progress work within service level expectations.	Professional Discussion underpinned by a portfolio
S9	Carry out file management activities such as prepare and collate bundles, take and file accurate notes, close and review files, maintain databases and version control.	Professional Discussion underpinned by a portfolio
S10	Use a range of digital tools and technologies, for example to draft legal documents, conduct legal research, carry out data analysis and collaborate with others.	Project Report with presentation, questions and answers

Ref	Skill	Assessment Method
S11	Apply fraud protection measures and cyber security procedures in relation to transactions, keeping up to date with approaches.	Project Report with presentation, questions and answers
S12	Undertake activities to ensure a clear picture of a stakeholder’s needs and risks throughout legal transactions.	Project Report with presentation, questions and answers
S13	Assess risks and benefits to the stakeholder of different options and making recommendations to senior team members to ensure that they work in the stakeholders’ best interests.	Project Report with presentation, questions and answers

Ref	Behaviour	Assessment Method
B1	Ethical and Professional - adheres to professional codes of conduct in legal activities and relationships with others.	Professional Discussion underpinned by a portfolio
B2	Problem Solving - generates solutions to legal problems, considering different options and identifying when to escalate when problems are outside their remit.	Project Report with presentation, questions and answers
B3	Customer Service Mindset - provides a bespoke, productive and positive customer experience.	Professional Discussion underpinned by a portfolio
B4	Growth Mindset - committed to Continuous Professional Development.	Project Report with presentation, questions and answers
B5	Collaborative and inclusive – respects diversity of thought and experience to work with stakeholders and team members.	Professional Discussion underpinned by a portfolio

Appendix B – Mapping of KSBs to Grade Themes

Professional Discussion Underpinned by a Portfolio

KSBs Grouped by Theme	Knowledge	Skills	Behaviours
Professionalism and Ethics K5 K12 K13 K14 K16 B1 B5	<p>Principles of ethical and professional frameworks and their relevance for service delivery. (K5)</p> <p>The impact of diversity and inclusion such as on teamwork, stakeholder relationships and organisational strategies. (K12)</p> <p>Fundamentals of the requirements for acting in the best interest of the client to protect clients and limit liability for negligence such as identifying and acting for vulnerable clients. (K13)</p> <p>Fundamentals of anti-money laundering regulations in relation to legal transactions including personal and professional liability. (K14)</p> <p>The activities of their occupation which contribute to their 'professional carbon footprint' and steps that can be taken to reduce it. (K16)</p>	None	<p>Ethical and Professional - adheres to professional codes of conduct in legal activities and relationships with others. (B1)</p> <p>Collaborative and inclusive – respects diversity of thought and experience to work with stakeholders and team members. (B5)</p>

NALP Level 3 in Paralegal Practice – Qualification Specification

KSBs Grouped by Theme	Knowledge	Skills	Behaviours
<p>Administration K7 K8 K11 K15 K17 S1 S8 S9</p>	<p>Approaches to drafting legal documents including clarity and precision of language. (K7)</p> <p>Principles of workload management including the preparation and collation of bundles, taking and filing accurate notes, closing and reviewing files, maintaining databases and version control. (K8)</p> <p>Organisational data and information security standards, policies and procedures relevant to data management activities including legal requirements relating to the use of data, risks to confidentiality of data posed by and to stakeholder's actions. (K11)</p> <p>Fundamentals of administering client accounts including the principles of time-recording and charging fee structures. (K15)</p> <p>Principles of digital tools and software such as case management systems,</p>	<p>Assist in administering procedures using most effective channels to progress caseloads. (S1)</p> <p>Organise and administer workflow such as legal files, case management and accounting systems to progress work within service level expectations. (S8)</p> <p>Carry out file management activities such as prepare and collate bundles, take and file accurate notes, close and review files, maintain databases and version control. (S9)</p>	<p>None</p>

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KSBs Grouped by Theme	Knowledge	Skills	Behaviours
	databases and online drafting software. (K17)		
Business Awareness K9	Awareness of the commercial or economic drivers of an organisation such as time recording, billing processes and financial efficiency. (K9)	None	None
Legal Context K3 S6 B3	fundamentals of the wider English legal landscape, including how legislation is made; the role of common law; the courts and tribunal system; and key personnel. (K3)	assist with legal matters and transactions within the organisation. (S6)	Customer Service Mindset - provides a bespoke, productive and positive customer experience. (B3)

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KSBs Grouped by Theme	Knowledge	Skills	Behaviours
Research K4 K10 S2 S4 S11 S12	Approaches to legal research including the use of digital resources and research tools. (K4) Awareness of cybersecurity vulnerabilities in an organisation and steps that can be taken to mitigate those risks. (K10)	Conduct legal research using selected sources such as legal databases. (S2) Present findings from legal research in line with organisational expectations. (S4) Apply fraud protection measures and cyber security procedures in relation to	None

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KSBs Grouped by Theme	Knowledge	Skills	Behaviours
		<p>transactions, keeping up to date with approaches. (S11)</p> <p>Undertake activities to ensure a clear picture of a stakeholder’s needs and risks throughout legal transactions. (S12)</p>	
Data K6 S10	<p>approaches to data analysis and digital tools, such as spreadsheets, in arriving at loss of earnings for clients, valuations of property or estate values for probate for example. (K6)</p>	<p>use a range of digital tools and technologies, for example to draft legal documents, conduct legal research, carry out data analysis and collaborate with others. (S10)</p>	None
Problem Solving K1 K2 S3 S5 S7 S13 B2 B4	<p>Fundamentals of legal and regulatory liabilities with regards to the client and organisation to ensure compliance with all professional obligations. (K1)</p> <p>The Law and practice relevant to the work undertaken by the team in which the apprentice works such as advocacy and mediation; commercial, corporate and business; contracts and dispute resolution; conveyancing and property; crime; employment law; criminal and civil litigation; matrimonial and family law; will drafting,</p>	<p>Solve legal technical problems within their remit and escalating as needed. (S3)</p> <p>Assist in applying the principles of Law to stakeholder cases. (S5)</p> <p>Communicate using plain English to provide clarification and explanation of the legal process and standard legal terms. (S7)</p> <p>Assess risks and benefits to the stakeholder of different options and making recommendations to senior team members to ensure that</p>	<p>Problem Solving - generates solutions to legal problems, considering different options and identifying when to escalate when problems are outside their remit. (B2)</p> <p>Growth Mindset - committed to Continuous Professional Development. (B4)</p>

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KSBs Grouped by Theme	Knowledge	Skills	Behaviours
	probate and administration of estates. (K2)	they work in the stakeholders' best interests. (S13)	

Appendix C – Grading Criteria by Themed KSBs

Professional Discussion Underpinned by a Portfolio

Fail – Does not meet pass criteria

Theme KSBs	Pass – Apprentices must demonstrate all the pass descriptors	Distinction – Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
Professionalism and Ethics K5 K12 K13 K14 K16 B1 B5	<p>Describes the impact of diversity and inclusion such as on teamwork, client relationships and organisational strategies and works collaboratively with stakeholders (K12, B5)</p> <p>Outlines the requirements for acting in the best interest of the client to protect clients and limit liability for negligence such as identifying and acting for vulnerable clients (K13)</p> <p>Summarises anti-money laundering regulations in relation to legal transactions including personal and professional liability (K14)</p> <p>Describes how their activities contribute to their 'professional carbon footprint' and the steps that can be taken to reduce it (K16)</p> <p>Explains how they ensure that they work in adherence with professional codes of conduct in legal activities and</p>	Evaluates how they work within professional codes of conduct in legal activities and relationships with others (K5, B1)

Theme KSBs	Pass – Apprentices must demonstrate all the pass descriptors	Distinction – Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
	relationships with others and their relevance for service delivery. (K5, B1)	
Administration K7 K8 K11 K15 K17 S1 S8 S9	<p>Describes approaches to drafting legal documents including clarity and precision of language. (K7)</p> <p>Describes how they assist in administering procedures using most effective channels to progress caseloads. (S1)</p> <p>Describes how they use the principles of workload management including the preparation and collation of bundles, taking and filing accurate notes, closing and reviewing files, case management, accounting systems, maintaining databases and version control to progress work within service level expectations. (K8, S8, S9)</p> <p>Explains organisational data and information security standards, policies and procedures relevant to data management activities including legal requirements relating to the use of data, risks to confidentiality of data posed by and to stakeholder’s actions. (K11)</p> <p>Explains the fundamentals of administering client accounts including</p>	Evaluates approaches to workload management including the preparation and collation of bundles, taking and filing accurate notes, closing and reviewing files, case management, accounting systems, maintaining databases and version control to progress work within service level expectations (K8, S8, S9)

Theme KSBs	Pass – Apprentices must demonstrate all the pass descriptors	Distinction – Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
	<p>principles of time-recording and charging fee structures. (K15)</p> <p>Outlines the principles of digital tools and software such as case management systems, databases and online drafting software. (K17)</p>	
Business Awareness K9	Outlines the commercial drivers of an organisation such as time recording and billing processes (K9)	N/A
Legal Context K3 S6 B3	<p>Outlines the wider English legal landscape including how legislation is made; the role of common law; the courts and tribunal system; and key personnel. (K3)</p> <p>Describes how they assist with legal matters and transactions within the organisation providing a positive stakeholder experience. (S6,B3)</p>	N/A

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Fail – Does not meet pass criteria

Theme KSBs	Pass – Apprentices must demonstrate all the pass descriptors	Distinction – Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
Research K4 K10 S2 S4 S11 S12	<p>Demonstrates their approach to legal research including using selected sources, the use of digital resources and research tools. (K4, S2)</p> <p>Demonstrates awareness of cybersecurity vulnerabilities in an organisation and steps that can be taken to mitigate those risks including the application of fraud protection measures and cyber security procedures in relation to transactions. (K10, S11)</p> <p>Demonstrates how they present findings from legal research in line with organisational expectations. (S4)</p> <p>Demonstrates how they undertake activities to ensure a clear picture of a stakeholder’s needs and risks throughout legal transactions. (S12)</p>	<p>Evaluates their approach to legal research including the use of digital resources and research tools, challenges faced and how they were addressed. (K4, S2)</p> <p>Evaluates how they present findings from legal research in line with organisational expectations. (S4)</p>
Data K6 S10	Describes and demonstrates approaches to data analysis and digital tools to conduct legal research. (K6,S10)	Evaluates their use of a range of digital tools and technologies to conduct legal research. (K6,S10)
Problem Solving K1 K2 S3 S5 S7 S13 B2 B4	Explains the fundamentals of legal and regulatory liabilities with regards to the client and organisation to ensure	Evaluates how they solve legal technical problems within their remit and escalating as needed. (S3)

Theme KSBs	Pass – Apprentices must demonstrate all the pass descriptors	Distinction – Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
	<p>compliance with all professional obligations. (K1)</p> <p>Explains the Law and practice relevant to the project. (K2)</p> <p>Demonstrates how they solve legal technical problems, escalating as needed and showing a Growth Mindset. (S3, B4)</p> <p>Demonstrates how they assist in applying the principles of Law to stakeholder cases. (S5)</p> <p>Demonstrates how they communicate using plain English to provide clarification and explanation of the legal process and standard legal terms. (S7)</p> <p>Demonstrates how they identify risks and benefits to the stakeholder of different options, evidence and making recommendations to senior team members to ensure that they work in the stakeholders’ best interests, generating solutions to legal problems and identifying when to escalate when problems are outside their remit. (S13, B2)</p>	<p>Evaluates how they identify risks and benefits to the stakeholder of different options and making recommendations to senior team members to ensure that they work in the stakeholders’ best interests (S13)</p>