

SVQ Paralegal Practice

- * Standards: trust and integrity, independence, interests of client and following instructions.
- * Professional misconduct and unsatisfactory professional conduct.
- * Client relations: putting client first and good conduct; answering phone; and good composition.
- * Confidentiality practice rules; and confidentiality breaches.
- * Terms of business: provision of services and Law Society requirements.
- * Money laundering: due diligence and consequences of breach.
- * Equalities legislation, protected characteristics, forms of discrimination and liability of businesses and employees; and equalities practice rules.
- * Effective communication, barriers, non-verbal communication; politeness; and positive attitude.
- * General data protection regulation: lawful basis grounds, individuals' rights; & organisations' duties.
- * Reasons for good filing, filing methods and the paperless office.
- * Law Society file ownership and disposal rules.
- * Improper use of computers; and security rules for computers.
- * Personal development: reflection, feedback, personal development plan and evaluation;
- * Drafting: styles and their use; importance of spelling and punctuation; and problematic words.
- * Internal complaints and client relations manager.
- * External service complaints, Scottish Legal Complaints Commission, inadequate professional services, case investigation and sanctions.
- * Advice on prioritising, 'to do' lists and work plans.
- * Team working: communicating with others, managing own responsibilities & monitoring quality.
- * Legal research, including locating and interpreting legal authority; and determining correct legal course of action.

Scots Law: An Introduction

- * Scottish legal system; and civil standard of proof.
- * Acts of Parliament, delegated laws and EU law.
- * Case law, precedent and institutional writers.
- * Composition and jurisdiction of civil courts: Sheriff Court, Sheriff Personal Injury Court, Sheriff Appeal Court, Court of Session, UK Supreme Court and European Court of Justice.
- * Employment Tribunal, Children's Hearings; Scottish Courts and Tribunals Service and tribunals it administers.
- * Ombudsmen, arbitration, mediation and conciliation.
- * Role of solicitors including chamber and court practice; functions of advocates, solicitor advocates and judges
- * Civil remedies: damages, implement and interdict.
- * Delict: duty of care, breach of duty, causation, occupiers' liability and statutory product liability.
- * Examples of civil disputes with businesses, public bodies and employers.
- * Description of constitutional law, administrative law, contract law and family law.
- * Criminal standard of proof.
- * Common crimes: assault, theft, having blade in public place and threatening or abusive behaviour.
- * Functions of Lord Advocate; role of police and Procurator Fiscal Service.
- * Differences between summary and solemn procedure.
- * Composition, jurisdiction and powers of criminal courts: JP Court, Sheriff Court, Sheriff Appeal Court, High Court of Justiciary, Appeal Court and UK Supreme Court;
- * Appeals by convicted person.