

OSCE TOOLKIT



Everything you need to know about how and what you are assessed on, the legal knowledge required, how to prepare and how to pass the QLTS OSCE with flying colours

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Introduction

The Qualified Lawyers' Transfer Scheme ("QLTS") is a fast track route for lawyers qualified outside England and Wales to dual-qualify as English solicitors. The QLTS is administered by the Solicitors Regulation Authority (the "SRA"), the body that regulates solicitors of England and Wales.

Candidates are assessed against the SRA's Day One Outcomes, which are exhaustive criteria covering legal knowledge, technical skills and professional aptitude that would be expected of a newly-qualified English solicitor in their first day on the job.

The OSCE tests several skills: interviewing, advocacy, online legal research, legal drafting and legal writing. The assessment tests these skills in the context of three areas of legal practice: Business Law, Litigation (Civil and Criminal) and Property Law (Conveyancing, Wills and Probate).

The five skills are assessed through simulated legal environments known as OSCE 'stations'. The techniques to create these stations include the use of actors as interviewed clients, writing legal advice to a client, an online standard precedent bank, as well as a live research exercise through the use of professional online legal databases.

A cutting-edge, high stakes assessment

The QLTS is lauded by the SRA as cutting-edge in legal assessment methodology. This is partly due to the outcomes-focused approach to the QLTS. This means that the SRA sets out in detail what it expects, and it is up to the candidates to demonstrate their competence against the Day One Outcomes.

The QLTS is a high stakes professional assessment. The **sole** method of assessment of candidates against the Day One Outcomes is by candidates sitting a multiple choice test (the "MCT") and passing an Objective Structured Clinical Examination (the "OSCE", and the subject of this toolkit).

According to the outcomes-focused approach, candidates are left to their own devices when it comes to preparation. **There is no compulsory course, experience requirement or an English language test.**

The onus is therefore on the candidates to ensure that they are familiar with and prepared for each of the assessments, their content and marking criteria before attempting the QLTS. For each assessment, candidates are under time pressure, must absorb and be comfortable with a significant volume of legal content and demonstrate discrete legal and professional skills in a highly structured and controlled environment that is assessed under strict criteria. The pass marks are set high and not all candidates pass the QLTS at their first attempt.

We cannot emphasise this enough: **Candidates who do not take the assessment seriously or prepare fully are very likely to fail, wasting time and money while delaying career progression and missing out on opportunities.**

The OSCE: unlike any assessment you have experienced before

Law is a practice, not a process or recital. It follows that technical and professional skills cannot be accurately assessed through the MCT or traditional assessment formats only. The OSCE is a unique assessment format that tests practical skills in a highly structured and objective manner, and is an assessment most candidates are unlikely to have encountered before.

The most effective way to prepare for a practical assessment is to practise the assessment; 'book knowledge' alone will not suffice. In addition, due to the nature of the OSCE, candidates must be as aware of the assessment format, criteria and marking policy as they are of the law and skills that are actually being assessed. Without this awareness, a preparation strategy risks losing crucial input and the candidate risks failure.

That's where this toolkit will help you.

The QLTS School OSCE toolkit: your guide to understanding and preparing for the OSCE

This toolkit is designed to assist you both at the outset and during the course of your OSCE preparation with QLTS School.

This toolkit will:

- Provide an overview of the OSCE, both generally and within the context of the QLTS, including the SRA's specific assessment criteria and how you are marked and receive results for the OSCE;
- Break down for you exactly what to expect on the day and at each station;
- Detail who assesses you on the OSCE, what they're looking for and how their feedback may appear; and
- Equip you with strategies and tips to help you prepare your own study strategy to get the most out of your preparation time and the QLTS School OSCE materials and support on offer.

We hope this guide helps you prepare for the OSCE so that you can attempt this unique assessment with confidence and competence, which will put you in good stead when you are admitted to the Roll of Solicitors of England and Wales.

Please get in touch with us if you have any queries about this toolkit. We'd also love to hear any feedback you may have.

Best wishes,
QLTS School

Introduction to the OSCE

In this section we will look at the general principles of the OSCE assessment by way of background and context. In the next section, we will look at the OSCE assessment as used in the QLTS in particular.

The OSCE is a unique assessment instrument used to examine a candidate's clinical skills and knowledge competencies. Devised in 1975, the OSCE is a well-evaluated and established methodology used worldwide primarily in assessing students in the medical field, such as doctors and nurses.

An OSCE is considered effective in evaluating a candidate's competence in areas of technical skill that cannot be assessed by other assessment formats such as multiple-choice questions.

Format of an OSCE

Design, administration and assessment of the OSCE may differ by assessment type and provider. There is no universal standard or regulations for administering an OSCE. The basic premise, however, is that an OSCE involves a set of timed activity stations where a candidate must perform simulated professional tasks, sometimes with a standardised patient, in the presence of an examiner. Each station focuses on a particular skill to be assessed, but this skill is not always assessed in a vacuum and independent of the candidate's other skills and knowledge, such as the ability to communicate verbally or in writing or the ability to professionally interact with others. We will look more at the role of each of the standardised patient and the examiner shortly.

A typical assessment day will involve a candidate rotating across several stations consecutively. Depending on the number of stations and time allocations, the assessment may continue over more than one day.

Even this basic outline indicates that the candidate will experience a very different assessment to the more traditional methods they may have encountered in the formative years in education. It is important that a candidate preparing to sit the OSCE is therefore fully aware of how the assessment works, who is assessing them and the criteria used and how best to prepare for and pass the OSCE.

The standardised patient concept

Standardised patients are people trained to portray specific cases for some of the OSCE stations, in order to address the learning objectives of the particular OSCE. At a diagnostic station, for example, the standardised patient may have a specified heart condition, which the station assesses the student in being able to diagnose.

In addition, standardised patients are trained to give specific, behaviourally-based feedback to candidates about their performance and feed into the assessment of that candidate's performance at the station, so that the candidate is also assessed in areas such as delivering bad news and managing unpredictable or emotional patients.

Standardised patients ensure that each candidate attempting the station encounters the same patient under the same conditions. This ensures that the station task and conditions, and the criteria for assessing each candidate's performance, is suitably structured and objective.

Through use of standardised patients, candidates are also afforded the opportunity to learn and practise the required skills in a safe, controlled environment, while receiving behavioural feedback that tests competence in areas beyond the discrete technical skill that is the focus of the station.

The examiner

Each station has an examiner, who will assess the student's performance at the station against that station's criteria, including interaction with a standardised patient, where applicable. While every station will have an examiner, not every station will have a standardised patient. The examiner will have the requisite technical knowledge, training or qualification to assess the technical elements of the candidate's performance to the required level as against the set objectives for each station.

The assessment

The candidate's performance in each OSCE station is assessed by the examiner for that station (and, where appropriate, the standardised patient will also have input in non-technical areas), with the candidate receiving an overall mark based on performance across the OSCE stations.

Assessment criteria for each station, and overall, depend on the type of OSCE and the body administering it. Generally, however, both the specific skill that is the subject of the station, along with relevant professional skills (such as written or verbal communication including English fluency, attitude and professional ethics) contribute to the marking or grading of that student's performance at the station.

This holistic approach means that knowledge and skills must be developed to an advanced level before attempting the OSCE, while other abilities such as communication, English fluency and familiarity of ethics or professional conduct issues must also be developed and demonstrated.

Why OSCE?

To demonstrate professional competency, candidates must *know* the facts of their field, *know how* to apply those facts and *show how* they can marshal their professional knowledge and bring it to bear appropriately to perform the tasks and skills to the necessary standard that their profession requires.

Multiple choice tests assess knowledge, comprehension and, to some degree, application of that knowledge within very specific parameters (i.e. multiple choice scenario questions). An additional assessment, such as the OSCE, provides the opportunity for candidates to demonstrate, and be assessed on *know how* and *show how*, separately and together, against specific objectives and in different environments. In this way, candidates looking to enter a high-stakes profession can be rigorously assessed and their competence determined in multiple modes of assessment, giving regulatory authorities a better idea as to whether a candidate's competence is consistent and of a sufficient standard to allow them to enter the profession.

The OSCE model has emerged as one of the most effective and reliable assessment tools for this, though it is by no means perfect.

Against this high-level overview of the OSCE as a concept, we can now look at the QLTS OSCE in particular.

The QLTS OSCE

We will now look at the QLTS OSCE in particular.

Why the SRA chose to use OSCE

The Legal Services Act 2007 prompted the SRA to move to outcomes-focused regulation as part of its efforts to meet new regulatory objectives. Part of this involved overhauling the qualification process for extra-jurisdictional candidates – largely unchanged since 1990 – to achieve a greater consistency with the standard required of the domestic route to qualification for English solicitors. The QLTS was the end result.

As part of this process, the SRA worked with the educational organisation Kaplan to further develop the assessment specifications. Kaplan was, and remains, the sole provider of QLTS assessments for the SRA, but is not permitted to offer preparation courses for the QLTS.

With the QLTS being a high-stakes assessment, the SRA was looking for assessment methodologies that yielded the three key measures of the quality expected of a high-stakes assessment: reliability, measurement error and validity.

These three principles underpin the decision to use the OSCE as part of the QLTS and inform the design, administration and marking of the QLTS overall and the OSCE in particular. Through assessment design, use of standardised clients and standard setting, the SRA feels that the OSCE meets the principles and is a suitable assessment methodology to use for the high-stakes professional assessment that is the QLTS.

The OSCE in legal education

We briefly looked at the concept of the OSCE assessment in the previous section. The OSCE is primarily used in the medical field, but is equally able to assess the technical and professional skills expected of English solicitors.

Put succinctly, the OSCE assesses the practical 'lawyering' skills a multiple-choice or essay-based assessment cannot. Domestic candidates who take the LPC undergo similar practical assessments of the same basic skills, but the OSCE assessments are pitched at a higher level to account for the fact that, unlike domestic candidates, QLTS candidates qualify (and are deemed to be at the same standard as domestic candidates) without a subsequent period of recognised training.

Another consideration since the abolition of the English language pre-requisite is that candidates will need to be suitably proficient in English to attempt and pass the OSCE (as well as the MCT). Candidates struggling with their English skills need to weigh attempting the assessments with the risk of failure if their English lets them down, as there is no longer any 'filter' to screen out candidates who may need to improve their proficiency prior to assessment.

Areas of assessment

The OSCE assesses a candidate's legal knowledge and practical legal skills.

The three areas of law are:

- Business
- Property and Probate
- Civil and Criminal Litigation

The legal skills are:

- Interviewing and attendance note preparation/case analysis
- Oral presentation/advocacy
- Legal research
- Legal writing
- Legal drafting

Legal skills are inherent to and inseparable from a lawyer's 'black letter law' knowledge and legal mind. By repeating each assessment across three areas of law, the OSCE ensures that a candidate's competence in these areas, both in the law and the skills, is demonstrably consistent and not just the result of 'getting lucky'. By the same token, the format of the OSCE means that if one station doesn't go as well as others, this won't adversely affect an otherwise competent candidate.

Far from a contrived obstacle to qualification, the OSCE ensures that QLTS candidates are equipped with and can demonstrate the fundamental abilities required of a legal professional holding one of the most prestigious qualifications in the legal world.

The two key ways in which the OSCE achieves its objectives are by adapting the concept of the standardised patient to the standardised client, and through standard setting.

The standardised client

In the Legal Practice Course (which forms part of the route to domestic qualification), candidates are assessed on their interviewing skills by way of roleplay, in which they interview an actor playing the role of a client. The client is a member of the public and doesn't usually have much training for the role.

For the OSCE, the standardised client for the interviewing assessment is a specialist actor with experience in the role and its demands, usually derived from acting as a standardised patient in medical OSCEs, who undergoes extensive training and preparation in conjunction with Kaplan and its consultant solicitors in preparation for the role. It also instils in candidates the client-centred nature of legal practice and the importance of being able to fully ascertain a client's needs, to be able to communicate effectively in speech and writing, and to research and present appropriate legal advice and solutions.

Note that the standardised client is *not* used in the oral presentation/advocacy assessment; the role of the decision maker in this assessment, even if that decision maker is a client, is played by a solicitor who is also an examiner.

In addition to playing their part in the roleplay, the standardised client also assesses the candidates' oral presentation/interview performance based on standard marking criteria, focusing more on the 'soft' skills, which are no less important than technical ability. These detailed criteria are set out in the Appendix to this toolkit for reference and allows a more realistic and accurate assessment of a candidate's performance against certain objectives than assessment by a third party observing the interaction.

Standardised clients do NOT assess the law that forms part of the interviewing assessment. This is assessed by the examiner.

Standard setting

This is the method by which pass marks are set. Instead of setting an arbitrary pass mark in advance, the OSCE pass mark is set empirically using the borderline regression method. We will look at this in more detail in the next section.

With an overview of the QLTS OSCE, you are now better equipped to understand how the assessments are conducted, timings and what to expect.

Format of the QLTS OSCE

The OSCE is divided into two parts. Candidates will be assessed in all five skill areas in each of the following areas of law, for a total of 15 'stations'.

Part One

In Part One, the candidate is assessed on their client interviewing skills (and completion of attendance note) and advocacy/oral presentation skills.

The timings for the stations in Part One, repeated for each of the three areas of law, are:

| Activity | Timings |
|---|------------|
| Client interview/completion of attendance note | |
| Preparation | 10 minutes |
| Client interview | 25 minutes |
| Completion of attendance note/case analysis | 25 minutes |
| Advocacy/oral presentation | |
| Preparation for advocacy/oral presentation | 45 minutes |
| Advocacy/oral presentation | 15 minutes |

According to Kaplan, different candidates complete the OSCE Part One exercises in different orders. Candidates may therefore start with the advocacy/oral presentation station.

Kaplan anticipates that candidates will undertake OSCE Part One in the three practice areas in the morning or afternoon on three separate but consecutive days. Further details of this are given for each sitting.

Part Two

In Part Two, the candidate is assessed in legal research, legal writing and legal drafting in each of the three areas of law.

| Activity | Timings |
|-----------------------|------------|
| Online legal research | 60 minutes |
| Legal writing | 30 minutes |
| Legal drafting | 45 minutes |

Kaplan anticipates that candidates will undertake OSCE Part Two in the three practice areas in the morning or afternoon on three separate but consecutive days. Further details of this are given for each sitting. OSCE Part

Two is a computer-based assessment and if there are technical difficulties candidates may be recalled on the day following the end of OSCE Part Two.

OSCE Part One takes place on different days (and in a different venue) from OSCE Part Two. However, candidates must take Parts One and Two in the same sitting. They cannot take Part One in, for example, July, and Part Two in January.

What to expect

In this section we will look at a breakdown of the format and timings for each assessment station. We will look in the strategy section at the best way to plan and make use of the time in each assessment.

Client interview/completion of attendance note

Total time: 60 minutes

10 minutes: Preparation. You will be given an e-mail with an outline of who the client is and what they are going to discuss. If there are any supporting documents, they will be annexed to the 'e-mail'. You may also be directed to deal in the interview and attendance note with any professional conduct issues (such as client care, funding or money laundering) and be given an indication as to the legal issues which may arise and that you must consider.

25 minutes: Interview. During this period you will interview the standardised client, who may or may not bring documents with them. You are not expected to give advice but *are* expected to answer any questions the candidate may ask you. You can refer to your preparation notes and make additional notes.

Your primary objectives are to:

- Establish a good working relationship with the client.
- Obtain all relevant information from and as full an understanding of the client's concerns as you can, especially with regard to the matters covered in the preparation documents.

25 minutes: Attendance note/case analysis. You are required to prepare a handwritten attendance note of the interview, which should include, where appropriate (and even if discussed in the interview):

- Analysis of legal and any professional conduct issues.
- Advice to the client.
- Next steps to be taken.
- Any client documents as annexes.

Advocacy/oral presentation

Total time: 60 minutes

45 minutes: Preparation. You will be given a case study that is the basis for the assessment. The first document is an email asking you to make the presentation and explaining before whom it will be made (always a decision maker). You will also be given a file of documents containing what is required for you to prepare and present your advocacy. You may make notes.

The format of the assessment may be formal court advocacy before a judge, a presentation to a solicitor on the other side of a matter, or to a client.

15 minutes: Presentation. You will make the presentation to a solicitor playing the role of the decision maker and can expect to be asked, and will be expected to answer, questions on your presentation. During the presentation you may refer to any notes you made in your preparation.

Legal research

Total time: 60 minutes

This computer-based assessment takes the form of research and preparation of advice to the client on a legal problem. The advice will include your legal reasoning and any key sources or authorities. You will have access to the LexisLibrary and Westlaw UK databases to aid you in your research.

Legal writing

Total time: 30 minutes

You will be required to write a letter as though you were a solicitor acting on a matter in accordance with the scope of the instructions that you will be given. Any authorities will be provided to you where appropriate.

Legal drafting

Total time: 45 minutes

You will be required to draft a legal document or parts of a legal document, which may or may not be already drafted and require amending or be based on a precedent document. Any authorities will be provided to you where appropriate.

OSCE assessment criteria and marking

In this section, we will set out in one place the SRA assessment criteria for the OSCE, so that you know exactly what you will be assessed on and how.

Assessment criteria: the standard

Candidates are marked in the OSCE according to the criteria set out in the Appendix to this toolkit and informed by competency as defined in the Day One Outcomes and the narrative description (which is also informed by the Day One Outcomes).

SRA Day One Outcomes

The SRA Day One Outcomes assessed by the OSCE are Outcomes C, D and F and are reproduced in full in the Appendix to this toolkit. You will see that, for each area of law on which you are tested, the focus in the OSCE is more on the practical and procedural aspects of the application of the law. This is similar to that approach taken in the LPC (named the Legal Practice Course, with the emphasis on 'practice'), but is tested to a higher standard in the OSCE. While the MCT gives you a theoretical underpinning of the relevant law in Outcome A1, the OSCE will equip you with the fundamentals of legal practice that you will develop in your career as an English solicitor, and the law is more akin to what you will encounter and practise on a daily basis. It is important, therefore, that you do not prepare for and approach the law covered in the OSCE with the same mindset that you developed for the MCT.

Descriptive narrative of competency for the QLTS assessment

This narrative describes the standard expected of a candidate in order to pass the QLTS, informing assessment in both the MCT and OSCE. This is the 'baseline' standard and should guide your approach and attitude to the assessments, as you will then appreciate the 'holistic' approach taken by the QLTS and the rationale behind the marking procedure. Your aim is, through the QLTS, to satisfy the SRA that you fit this narrative.

A competent newly qualified solicitor will demonstrate a level of knowledge, professional skills and understanding of legal practice and the law that is likely to avoid a negligence claim. In simple cases s/he can identify a client's problem and the main legal issues raised. S/he should be able to recognise and respond appropriately to common situations which raise issues of professional conduct. S/he will normally know his or her limits when ignorant; know what sources to refer to for information; and ask for help when the problem is too difficult to deal with. The advice s/he gives a client will demonstrably progress the client's matter and be clear enough for the client to understand. It will rarely be wrong. S/he can communicate in a professional and appropriate (though not necessarily sophisticated) way with others including clients, courts, colleagues and other solicitors. His/her use of English is readily comprehensible to clients of any background. Following a meeting most clients will have some confidence in him/her and his/her ability to deal with their legal problem. S/he can make a reasonably persuasive presentation of his/her case and defend it at least to some extent. S/he can draft simple legal documents effectively and with few mistakes, can review and make an initial judgement about some aspects of more complex legal documents and can progress routine legal transactions.

Passing the OSCE

In order to pass the OSCE, candidates must obtain the overall pass mark. The overall pass mark covers all of the OSCE Parts One and Two stations, weighs law and skills equally and is set empirically, meaning that it is based on the importance and difficulty of the actual questions used in the paper, rather than being determined in advance.

The pass mark is determined using the 'borderline regression' method. Examiners score the candidate's performance in each station against that station's objectives, using the 6-point scale reproduced in the Appendix to this toolkit. A separate overall rating of the candidate's performance at that station is also provided.

'Marginal' or 'borderline' means that, in the examiner's view, the candidate just meets (or falls just below) the narrative description of competency for the objective or the station overall. The pass mark for each OSCE station is then calculated by statistically regressing candidates' checklist scores on global scores for each station.

The overall pass mark of the OSCE is calculated by aggregating the pass marks for each of the separate OSCE stations. The Standard Error of Measurement (SEM) may be used to adjust the scores for reliability and accuracy, although there is a small chance that barely-competent candidates may get caught up in the adjustment and fail the OSCE as a result. Of course, by preparing with QLTS School, you will be aiming higher than just scraping through!

Familiarisation with the Day One Outcomes, narrative description of competency and objectives for each station in the OSCE is as important as developing your legal knowledge and skills. You must be able to understand how your preparation will come together and precisely how your legal knowledge and skills will be assessed.

How to Prepare for and Pass the OSCE

In this section, we will take a broad look at how best to use QLTS School's OSCE preparation course to prepare for and pass the QLTS OSCE.

Taking into consideration the specific needs of our candidates and the unique features of the assessment, we have structured a preparation course customised especially for your particular needs and goals.

Success in the OSCE assessment is highly dependent on planned and consistent study. Therefore, you must organise your time properly and allocate sufficient time for your learning. We strongly advise that you begin your studies as soon as practically possible after receiving your course materials.

Do I need a preparation course?

A preparation course is not an essential pre-requisite to attempting the OSCE.

As has been covered throughout this toolkit, however, the OSCE is a unique assessment methodology that focuses on practical demonstration of law and skills. As a result, this is not an assessment you can prepare for through book knowledge alone.

Similarly, you will not be able to gain an accurate understanding of your performance in mock practice station attempts unless you can be observed and receive feedback. Even then, unless that observer has the requisite knowledge of the OSCE assessment and Kaplan's marking criteria to accurately critique your performance and suggest areas for improvement, you really have no frame of reference with which to assess the progress of your preparation and improve your level of readiness for attempting the OSCE.

A preparation course is not mandatory, but you are not aiding your chances of passing the OSCE by forgoing one.

Why does a preparation course for the practical assessment require a different approach?

While the MCT element merely tests your knowledge and understanding of academic law, the OSCE demands considerably more from you. The practical assessment aims to test higher level of knowledge, understanding and ability to accurately advise clients in all three legal practice areas, using a variety of skills. The focus is firmly on you mastering and displaying considerable relevant legal knowledge in legal practice areas as well as foundation subjects, and on successfully using a variety of skills expected of a practising solicitor to accurately and competently advise clients.

What makes our OSCE course unique?

Our course is designed to bridge the gap between your academic study of the law and legal skills, which can only be gained through experience. We also aim to provide you with a good foundation for your early years of practice,

as our objective is to equip you not just to pass the OSCE, but to get a head start in your professional career as a dual-qualified English solicitor.

Remember that the costs of sitting the practical assessment are substantial. As well as this, you only have a limited number of attempts (currently the assessment is offered only twice a year). Therefore, you must ensure that you have properly prepared yourself and aim to pass first time.

Our OSCE course is recognised as the best preparation course currently available, which will provide you with all the tools to succeed in the practical assessment. Our materials are comprehensive, cover all of the requisite law and skills and offer multiple opportunities across different media to develop, hone and receive feedback on your knowledge and capacity prior to attempting the OSCE.

What is included in our course?

QLTS School's OSCE Preparation Course includes the following:

- Initial consultation with one of our tutors to assess your experience and level of training and tuition required.
- A tailor-made study plan prepared by our tutor, designed specifically to meet your personal needs.
- OSCE Course Guide.
- 2,000+ digital flash cards covering the practice areas to help you reinforce your legal knowledge
- 1,800+ multiple choice practice questions which cover the substantive and procedural law
- 15 English writing tasks to help you demonstrate that you are able to use appropriate, clear, precise and acceptable English
- 250 OSCE mock exams with suggested solutions for self-assessment, across all three legal practice areas (5 per skill), provide ample opportunity for you to deepen your legal knowledge and hone your practical skills. Points to note or proposed submissions for each mock enable you to understand what is required of you and identify areas of development during your preparation. The scenarios cover a wide spectrum of the OSCE syllabus, with supporting documents to many of the questions, such as shareholders' agreements, statements of claim, wills, lease extracts, defence statements, etc. The interviewing skill exercises include instructions for both interviewer and interviewee to enable roleplay for a more realistic assessment environment, together with scripts which simulate a real interview and oral presentation.
- Suggested solutions to the Kaplan sample questions (to which no answer guides have been provided by Kaplan).
- Access to QLTS Skills Online
 - More than 60 interactive exercises covering all of the skills required on the OSCE in the contexts of litigation, business law and conveyancing, ensuring that candidates gain genuinely transferable knowledge of the five skills.
 - Video and audio material complements the exercises to provide a varied and interesting resource that engages candidates, making it an easy tool to use to improve your legal skills.
 - An electronic 130-page accompanying textbook is included in order to ensure that you are familiar with the principles behind each skill as well as providing examples taken from day-to-day practice.
- Mock practice stations with personal tutor feedback in client interviewing and advocacy/oral presentation.

- Practice area summaries, covering the essential elements of the law and practice areas tested in the OSCE assessment. The summaries are excellent for revision purposes. They offer all of the information needed to enable candidates to work through the various practice areas with ease. The summaries cover Property Law and Probate, Civil and Criminal Litigation and Business Law.
- Periodic updates for the course materials.
- Legal research guides for using LexisLibrary and Westlaw.
- Access to the Legal Skills Video Workshops – a suite of more than 100 video workshops with roleplay scenarios and professional presentations (spanning nearly 20 hours in total), including pre and post-commentary notes delivered by an experienced legal skills trainer. You will also receive access to summaries of key points (about 70 pages in total). The tutorials will also include practical and time-saving examples of how to use both LexisLibrary and Westlaw to conduct the required online legal research.
- Live Workshops – you will have the opportunity to attend live and interactive workshops in London, which may include exercises, formal input, role plays and group interaction. The focus of the workshops is to build your confidence and reinforce your ability to be able to speak with clarity and present yourself in an articulate, professional and composed manner. You will be equipped with tools and techniques that you can use and practise to hone your skills right up to the date of your assessment. The workshops are offered on a one-to-one basis or in small groups for an additional charge.

During the course, our candidates will be using selected LPC and skills textbooks of Oxford University Press (OUP), with access to online resources including video lectures, case studies and test banks.

QLTS School and OUP have reached an agreement that will provide all QLTS School's candidates with a 20% discount on all OUP titles required for the OSCE course.

How can I access the legal databases required for the research assessment?

QLTS School has exclusive arrangements in place with Lexis Nexis and Westlaw to provide candidates with access to the databases they need to conduct research. More information on how to take advantage of this offer is included when you sign up for the course.

This is an important offering, as you will be able to familiarise yourself with the databases in advance, both generally and as part of your mock attempts. QLTS School's OSCE preparation course also includes guidance on how to use the databases so that you can get better results in less time.

Do I need to come to the UK to take the course?

Certainly not. You can study for the assessment from any location in the world, without attending classroom lessons at a physical location. The course content will be available through our QLTS online training system so that you can assess your own development. Your mock practice stations with the personal tutor/actor will be conducted over a period of several weeks/months at mutually agreed times.

The nature of the course promotes flexible learning – candidates are able to practise the skills required whenever it suits them – making it ideal for working people and distance or part-time learners.

What is involved in the preparation course?

Several days after your enrolment, you will receive an email with your account details to access our online training system with the course resources.

If you decide to sign for the Premium Course, you will be asked to complete a questionnaire and provide details about your legal experience and qualifications. When we receive the completed questionnaire, we will forward it to your tutor for review, who will then contact you directly to arrange a convenient time for the consultation.

Following the initial consultation, the tutor will provide you with a tailor-made study plan based on your personal circumstances, your legal background, previous experience and the time you can dedicate to your preparation.

Our tutors are direct and realistic with candidates at the initial consultation – if it becomes apparent early on that you are likely not to be adequately prepared to pass the upcoming round of OSCE assessments, the tutor will advise you accordingly so that you can make an informed and realistic decision as to the best time for you to sit the assessments. As well as wanting the best for our candidates, a further factor to consider is that, if you book a place on the upcoming assessments and then choose to defer, you may incur costs from Kaplan.

The OSCE course covers the following three modules (practice areas):

- Business Law and Practice
- Civil and Criminal Litigation
- Property and Probate

The content also includes materials for the five skills you will be tested on the assessment.

How do the mock stations work?

You will need to contact your tutor to arrange a Skype/Apple Face Time appointment for Part One of the OSCE assessments (interviewing and advocacy). The mock stations will concentrate on you advising clients in real-life scenarios.

You must have Internet access as well as a Skype account, web camera and microphone for the practice online interviewing and advocacy mock assessments.

How do I get started?

There are three OSCE packages. Choose the one that suits you best from the options below

| Course Features | Our most popular | | |
|---|------------------|----------------|---|
| | OSCE Basic | OSCE Advantage | OSCE Premium |
| Course Guide | ✓ | ✓ | ✓ |
| OSCE practice area summaries | ✓ | ✓ | ✓ |
| Free periodic updates for the course materials | ✓ | ✓ | ✓ |
| Legal research guides | ✓ | ✓ | ✓ |
| 2,000+ digital flash cards | ✓ | ✓ | ✓ |
| 1,800+ multiple choice practice questions | ✓ | ✓ | ✓ |
| 15 English writing tasks | ✓ | ✓ | ✓ |
| Access to QLTS Skills Online | ✓ | ✓ | ✓ |
| Mock exams with suggested solutions for self-assessment | 50 mock exams | 250 mock exams | 250 mock exams |
| Access to the Legal Skills Video Workshops | | ✓ | ✓ |
| Initial guidance and a tailor-made study plan | | | ✓ |
| Mock practice stations with personal tutor feedback | | | 2 mock stations (interviewing and advocacy) |
| Fees | £1,590 | £1,990 | £2,390 |

You will be using during the course selected LPC and skills textbooks of Oxford University Press, with access to online resources including video and audio lectures. You will also benefit from exclusive access to OUP lecturers resources, such as case studies, test banks and video clips, which otherwise may not be available. The costs of the textbooks and access to online resources of OUP are £150 plus delivery.

[Visit our website to sign up online](#) for the OSCE preparation course.

Alternatively, [download our OSCE course application form](#) and return to us once completed either scanned by email or via fax on + 44 (0)207 900 2935.

If you have any questions, please get in touch and we'll be happy to assist.

Sign Up Now for the
OSCE Course

Appendix

SRA Day One Outcomes C, D, F

Day One Outcome C

Transactional and dispute resolution skills

| Outcomes | Indicative content |
|--|--|
| C1 Ability to establish business structures and transfer businesses | <p>LPC Outcomes</p> <ul style="list-style-type: none">■ understand the nature and structure of the different business media and be able to select an appropriate medium and structure to meet the client’s commercial requirements and to advise on the legal and taxation implications■ be able to progress basic business transactions arising during the life and development of a business■ understand the interests of different parties involved in the business including directors, shareholders and creditors of a business. <p>And should also be able to:</p> <ul style="list-style-type: none">■ interpret and apply primary source materials, constitutional documents and other relevant agreements■ identify conduct and regulation issues, such as conflicts of interest and FSMA, as they arise in the context of relevant transactions■ draft the relevant documentation and prepare the appropriate forms and filings. <p>Element 1: Business media</p> <ul style="list-style-type: none">■ be able to advise the client as to the advantages and disadvantages of different business media including sole traders, partnership and companies■ be able to advise on form and legal structure and on the cost, procedures, formalities and taxation implications of setting up and running the business■ be familiar with the procedures required to incorporate a company and/or form a partnership and understand the approvals, filings and procedures to enable the business to commence operating |

| Outcomes | Indicative content |
|----------|---|
| | <ul style="list-style-type: none"> ■ be familiar with the roles, rights, responsibilities and liabilities of the participants ■ understand the procedures to alter the constitution of a company and to appoint and remove the officers of a company ■ understand how to allot, issue and transfer shares. <p>Element 2: On-going operations and common transactions:</p> <ul style="list-style-type: none"> ■ progress common business transactions and advise and take steps relating to the business's on-going operations ■ advise on entering into contracts on behalf of the business (including issues arising from contracts in which directors have an interest) ■ advise on steps to protect the assets of the business ■ advise on issues arising from basic finance and lending ■ draft notices, agendas and minutes of meetings and complete and file routine statutory forms and maintain and up-date statutory books ■ advise on taxation of profits (income and capital) generated and distributed by the business ■ demonstrate an appreciation of the continuing duties, obligations and liabilities of the business and of its partners, directors and shareholders ■ advise on the options for and claims arising on insolvency, e.g. bankruptcy, winding up and administration ■ draft and review documentation to give effect to transactions. <p>Element 3: Stakeholders</p> <ul style="list-style-type: none"> ■ understand the different interests of parties involved in the business including the company, directors, shareholders and creditors of the business ■ be aware of potential conflicts between the different parties ■ understand the importance of knowing the client. <p>Element 4: Business accounts</p> <p>Understanding of the principles of business accounting and should be aware of the need to interpret business accounts to ensure clients are appropriately advised. In particular, should:</p> <ul style="list-style-type: none"> ■ understand the terms used and basic accounting concepts ■ be familiar with how accounting data is used to prepare a profit and loss account and a balance sheet ■ understand the construction of and be able to analyse and interpret a simple balance sheet and profit and loss account of a sole trader, partnership and limited company ■ understand the nature of shareholders' funds |

| Outcomes | Indicative content |
|---|--|
| <p>C2 Ability to seek resolution of civil and criminal matters</p> | <p>LPC Outcomes</p> <p>Candidates should:</p> <ul style="list-style-type: none"> ■ understand the nature of civil and criminal litigation ■ be able to identify the critical steps in the process of litigation. <p>Element 1: Case analysis</p> <p>should be able to analyse factual material, identify the legal context in which factual issues arise, relate the central legal and factual issues to each other and be able to:</p> <ul style="list-style-type: none"> ■ identify the elements of selected causes of action and criminal charges ■ identify, analyse and, if necessary, research the propositions of fact going to the elements and be able to identify, analyse, secure and preserve evidence to support propositions of fact ■ identify, analyse and advise on the admissibility and relevance of evidence and assess the strengths and weaknesses of each side’s case including, where appropriate, the opponent’s evidence. <p>Element 2: Courses of action and funding</p> <p>should be able to:</p> <ul style="list-style-type: none"> ■ identify possible courses of action, demonstrate an awareness of the legal and non-legal consequences of selecting a course of action and advise the client on the attendant costs, benefits and risks ■ advise the client on the different ways of funding litigation, including the availability of public funding. <p>Element 3: Procedure</p> <p>should be able to identify the steps and strategies that need to be taken in the preparation and conduct of litigation.</p> <p>Element 4: Civil Litigation and Dispute Resolution</p> <p>should be able to:</p> <ul style="list-style-type: none"> ■ identify the appropriate forum for the resolution of the dispute, including appropriate methods of alternative dispute resolution ■ identify possible cost consequences of different outcomes, the effect of the different costs rules and the impact of the likely costs orders on the conduct of litigation ■ demonstrate an understanding of the Civil Procedure Rules, the overriding objective, and their application |

| Outcomes | Indicative content |
|---|---|
| | <ul style="list-style-type: none"> ■ demonstrate an understanding of the court’s role in the litigation process, in particular the court’s case management powers and duties ■ identify steps to be taken prior to commencement and be able to issue, serve and respond to claim forms ■ advise on interim applications, prepare and conduct applications to the master or district judge ■ understand the steps needed to prepare the case for trial and the procedure and evidential issues arising from expert witnesses, witnesses of fact and disclosure, and demonstrate an awareness of the basic elements of trial procedure ■ demonstrate an awareness of the mechanisms which are available to enforce and appeal a judgment ■ prepare the appropriate documentation and draft claim forms, particulars of claim, defences, application notices, orders and witness statements. <p>Element 5: Criminal Law and Practice</p> <p>should be able to:</p> <ul style="list-style-type: none"> ■ demonstrate an understanding of the Criminal Procedure Rules, their overriding objective, and their application ■ demonstrate an understanding of the court’s role in the litigation process, in particular the court’s case management powers and duties ■ demonstrate an awareness of police station representative accreditation schemes, and the court duty solicitor scheme ■ explain the custody, review and detention limits under PACE and the role of the custody officer ■ identify the steps involved in making an application for a representation order ■ identify the steps involved in making or contesting a bail application ■ identify the practical and tactical considerations involved in determining the mode of trial, including an awareness of the range of sentences available, and advise the client accordingly ■ assist in the preparation and conduct of a summary trial, committal proceedings and a trial on indictment. <p>Settlement, mediation, adjudication [Training Contract]</p> |
| <p>C3 Ability to establish and transfer proprietary rights and interests</p> | <p>LPC Outcomes</p> <p>In the context of domestic or commercial transactions or both, and in relation to freehold and leasehold property:</p> <ul style="list-style-type: none"> ■ appreciate the nature of a property transaction ■ be able to identify and perform the critical steps in a transaction |

| Outcomes | Indicative content |
|----------|--|
| | <ul style="list-style-type: none"> ■ be aware of conflicts of interest that may arise when acting for more than one party in a property transaction ■ understand the requirements of lenders and the need to consider money laundering issues ■ have a sufficient grasp of the tax aspects of a property transaction, including Stamp Duty Land Tax. <p>Element 1: Pre-contract stage</p> <ul style="list-style-type: none"> ■ take preliminary instructions and advise on client care ■ identify the steps needed to raise and the issues arising from pre-contract enquiries and pre-contract searches ■ deduce and investigate title as appropriate to the transaction ■ report on the transaction to the client ■ decide, with the client where appropriate, what action needs to be taken and identify what action (if any) the client has to take ■ analyse and draft a contract (and constituent clauses). <p>Element 2: Binding contract</p> <p>Should understand when the contract becomes binding and should appreciate the need to:</p> <ul style="list-style-type: none"> ■ advise the client on the terms of any offer of finance and ensure that adequate finance is available before committing the buyer to the contract ■ select a method of making the contract binding appropriate to the transaction. <p>Element 3: After the contract becomes binding</p> <p>Should be able to:</p> <ul style="list-style-type: none"> ■ deal appropriately with the deposit, obtaining undertakings and insurances ■ prepare appropriate, clear and precise undertakings ■ draft document(s) (whether paper-based or electronic) necessary to transfer the legal estate ■ report on the title to the lender ■ prepare the mortgage documentation ■ prepare for completion and select a method appropriate to the transaction ■ carry out the completion and the relevant post-completion steps ■ complete the mortgage and protect the lender's security ■ discharge any existing mortgage over the property. |

| Outcomes | Indicative content |
|--|--|
| <p>C4 Ability to obtain a grant of probate and administer an estate</p> | <p>Should have general overview of content, format and validity of wills, obtaining grants of representation and administration of an estate [LPC] and should be able to:</p> <ul style="list-style-type: none"> ■ use the legal knowledge, skills, procedures and behaviours appropriate to the client ■ identify the client’s goals and alternative means of achieving those goals, and deal appropriately with client care ■ recognise and act within the rules of professional conduct ■ identify the client’s reasonable expectations as to quality and timeliness of service. <p>Element 1: Pre-grant practice</p> <p>candidates should understand:</p> <ul style="list-style-type: none"> ■ validity, revocation and alteration of wills and codicils ■ total and partial intestacy ■ identification of property passing by will, intestacy or outside of the estate ■ valuation of assets and liabilities and the taxable estate. <p>Element 2: Application for a grant of representation</p> <p>candidates should understand:</p> <ul style="list-style-type: none"> ■ the necessity for and main types of a grant ■ the powers and duties of personal representatives and their protection ■ the main types of oath for executors or administrators. <p>Element 3: Post-grant practice</p> <p>candidates should understand:</p> <ul style="list-style-type: none"> ■ collection and realisation of assets, and claims on the estate ■ raising funds and the payment of inheritance tax and debts ■ pecuniary legacies, vesting of gifted property in the beneficiaries entitled and distribution of the residuary estate. |
| <p>C5 Ability to draft legal documentation to facilitate the above transactions and matters</p> | <p>LPC Outcomes</p> <p>Drafting</p> <p>candidates should:</p> <ul style="list-style-type: none"> ■ understand the content and requirements of formal legal documents in the core practice areas ■ understand the principles of good drafting and editing ■ be able to explain their own and others’ drafting. |

| Outcomes | Indicative content |
|---|---|
| | <p>Element 1: Drafting and amending documents</p> <p>Should be able to draft and amend basic documents or provisions that:</p> <ul style="list-style-type: none"> ■ demonstrate an understanding of the relevant legal, factual and procedural issues ■ meet all formal legal or other requirements ■ demonstrate a considered choice, use and adaptation of templates or precedents ■ are in prescribed or generally accepted form. <p>Element 2: Style of drafting and amending</p> <p>Should be able to draft and amend documents that:</p> <ul style="list-style-type: none"> ■ use accurate, straightforward and modern language ■ use correct spelling, grammar, syntax and punctuation ■ are easy to follow, internally consistent and free of ambiguity ■ use recitals, definitions and boilerplate correctly and appropriately ■ have a clear, logical, consistent and appropriate structure, layout and use of numbering and schedules. <p>Element 3: Explaining and editing</p> <p>Should be able to:</p> <ul style="list-style-type: none"> ■ explain in clear and simple terms the meaning and effect of basic documents and the possible implications for the client ■ review and edit their own and others' drafting to identify and correct omissions, errors and unnecessary provisions. |
| <p>C6 Ability to plan and progress transactions and matters expeditiously and with propriety</p> | <p>Producing schedule for a case/transaction [LPC]</p> <p>Planning work including time, cost and risk management [LPC]</p> <p>NB: See detailed outcomes for the LPC and Training Contract.</p> |

Day One Outcome D

Legal, professional and client relationship knowledge and skills

| Outcomes | Indicative content |
|--|--|
| D1 Knowledge of the legal services market | NB: See LPC. |
| D2 Knowledge of commercial factors affecting legal practice | NB: See LPC and Training Contract. |
| D3 Ability to undertake factual and legal research using paper and electronic media | <p>From primary sources [Academic stage]</p> <p>LPC Outcomes</p> <p>Candidates should:</p> <ul style="list-style-type: none"> ■ understand the need for thorough investigation of all relevant factual and legal issues involved in a transaction or matter ■ be able to undertake systematic and comprehensive legal research ■ be able to present the results of their research. <p>Element 1: Legal and factual issues</p> <ul style="list-style-type: none"> ■ should be able to investigate legal and factual issues and: ■ determine the scope and identify the objectives of the research ■ determine whether additional information is required and identify appropriate sources for factual investigation ■ identify the legal context(s) and analyse the legal issues ■ address all relevant legal and factual issues. <p>Element 2: Research</p> <p>should be able to undertake systematic and comprehensive research and:</p> <ul style="list-style-type: none"> ■ identify and apply current case law, statute law, statutory instruments, regulations and rules to the research problem ■ identify, prioritise and use relevant primary and secondary sources ■ locate and update cases and statutes, and use indices and citators ■ use periodicals, digests and standard practitioner texts ■ select and use appropriate paper and electronic research tools. <p>Element 3: Presentation of results</p> <p>should be able to:</p> <ul style="list-style-type: none"> ■ keep a methodical, accurate and complete record of the research undertaken ■ draw clear conclusions and identify courses of action |

| Outcomes | Indicative content |
|--|--|
| | <ul style="list-style-type: none"> ■ present the results of their investigation and research in a way which meets the skills outcomes. <p>NB: See also Training Contract.</p> |
| <p>D4 Knowledge to use technology to store, retrieve and analyse information</p> | <p>NB: See academic stage and Training Contract.</p> |
| <p>D5 Knowledge to communicate effectively, orally and in writing, with clients, colleagues and other professionals</p> | <p>Understanding and ability to choose the appropriate method of communication [LPC/ Training Contract]</p> <p>Understanding and ability to apply principles of good writing [LPC/Training Contract]</p> <p>LPC Outcomes writing</p> <p>Candidates should be able to communicate effectively in writing and should:</p> <ul style="list-style-type: none"> ■ understand and be able to choose the appropriate method of communication ■ understand and be able to apply the principles of good writing. <p>Element 1: Appropriate use of media</p> <p>Candidates should:</p> <ul style="list-style-type: none"> ■ understand the appropriate uses of emails, letters, memoranda and other forms of written communication ■ be able to choose the appropriate medium, form and style ■ be able to tailor the written communication to suit the purpose of the communication and the needs of different clients or recipients. <p>Element 2: Writing style</p> <p>should be able to produce written work which is appropriate for the chosen medium and the recipient and which:</p> <ul style="list-style-type: none"> ■ uses accurate, straightforward and modern language ■ uses correct spelling, grammar, syntax and punctuation ■ has a clear, logical, consistent and appropriate structure and format ■ has been checked and edited. <p>Element 3: Content</p> <p>should be able to produce written work which:</p> <ul style="list-style-type: none"> ■ forms a coherent whole and, where appropriate, advances the matter; ■ addresses accurately and correctly all the relevant legal and factual issues and, where appropriate, identifies practical options including the costs, benefits and risks of those options |

| Outcomes | Indicative content |
|---|---|
| | <ul style="list-style-type: none"> ■ identifies clearly clients' objectives and priorities, addresses their concerns and carries out their instructions ■ accurately and systematically records a meeting or presentation and its outcomes. <p>LPC Outcomes I and A</p> <p>should demonstrate an understanding of the principles and techniques of the skills of interviewing and advising.</p> <p>Element 1: Interviewing</p> <p>Should:</p> <ul style="list-style-type: none"> ■ be able to choose an appropriate way to obtain relevant information ■ be able to plan, prepare for and identify the objectives of an interview ■ understand how to conduct an effective interview that elicits the relevant information, allows the client to explain any concerns, anticipates the client's questions and has clear outcomes ■ be able to listen actively and use appropriate questioning techniques ■ be able to establish a professional relationship. <p>Element 2: Advice and follow up</p> <p>Should be able to:</p> <ul style="list-style-type: none"> ■ advise the client taking into account the client's objectives, priorities and constraints and addressing all relevant factual, practical and legal issues ■ identify possible courses of action, the legal and non-legal consequences of a course of action (including the costs, benefits and risks) and assist the client in reaching a decision ■ identify any further decisions to be made or steps to be taken and manage the client's expectations including likely outcomes and timescales ■ accurately record an interview, advice given orally, decisions made by the client and follow-up steps and, where appropriate, confirm instructions in each case in accordance with the outcomes for Writing ■ identify the circumstances in which to take instructions or seek advice from a supervising solicitor. <p>NB: See outcomes for all stages.</p> |
| <p>D6 Ability to advocate a case on behalf of a client</p> | <p>understand basic skills in presentation of cases before courts and tribunals [LPC/Training Contract/PSC]</p> <p>ability to formulate and present a coherent submission [LPC/Training Contract/PSC]</p> |

| Outcomes | Indicative content |
|---|---|
| | <p>LPC Outcomes</p> <p>should:</p> <ul style="list-style-type: none"> ■ understand the importance of preparation and the best way to undertake it ■ understand the basic skills in the presentation of cases before courts and tribunals ■ be able to formulate and present a coherent submission based upon facts, general principles and legal authority in a structured, concise and persuasive manner. <p>Element 1: Case analysis and preparation</p> <p>should be able to:</p> <ul style="list-style-type: none"> ■ identify and analyse the relevant facts, the legal context in which the factual issues arise, and how they relate to each other ■ summarise the strengths and weakness of the case from each party’s perspective ■ prepare the legal framework of the case, and a simple narrative outline of the facts ■ prepare the submission as a series of propositions based on the evidence ■ identify, analyse and assess the purpose and tactics of examination, cross-examination and re-examination to adduce, rebut and clarify evidence. <p>Element 2: Oral presentations</p> <p>Should be able to:</p> <ul style="list-style-type: none"> ■ identify, analyse and assess the specific communication skills and techniques employed by a presenting advocate ■ demonstrate an understanding of the ethics, etiquette and conventions of advocacy. |
| D7 Ability to exercise solicitors’ rights of audience | civil and criminal courts [PSC] NB: See outcomes for LPC/Training Contract/PSC |
| D8 Ability to recognise clients’ financial, commercial and personal priorities and constraints | NB: See outcomes for LPC/Training Contract/PSC |
| D9 Ability to exercise effective client relationship management skills | dealing with difficult clients [PSC] |
| D10 Ability to act appropriately if a client is dissatisfied with advice or services provided. | avoiding complaints/identifying potential complaints [PSC] handling complaints [PSC] NB: See also Training Contract |

Day One Outcome F

Professional values, behaviours, attitudes and ethics

| Outcomes |
|--|
| F1 Knowledge of the values and principles upon which the rules of professional conduct have been developed |
| F2 Ability to behave professionally and with integrity |
| F3 Ability to identify issues of culture, disability and diversity |
| F4 Ability to respond appropriately and effectively to the above issues in dealings with clients, colleagues and others from a range of social, economic and ethnic backgrounds |
| NB: See LPC/PSC |
| F5 Ability to recognise and resolve ethical dilemmas |
| NB: See LPC/Training Contract/PSC |

Outline Marking Criteria

For each of the criteria for each station below, candidates are assessed on a six-point scale from A to F:

| A | B | C | D | E | F |
|---|--|--|--|--|---|
| Superior performance: well above the competency requirements of the assessment. | Clearly satisfactory: clearly meets the competency requirements of the assessment. | Marginal pass: on balance, just meets the competency requirements of the assessment. | Marginal fail: on balance, just fails to meet the competency requirements of the assessment. | Clearly unsatisfactory: clearly does not meet the competency requirements of the assessment. | Poor performance: well below the competency requirements of the assessment. |

(A 'G' rating means 'Not Applicable')

| Interviewing |
|---|
| <ul style="list-style-type: none"> ■ Listening and questioning ■ Language and explanation ■ Professional manner ■ Client- focussed ■ Builds trust and confidence |

| Attendance note | |
|---|--|
| Non-legal aspects | Legal content |
| <ul style="list-style-type: none"> ■ Obtained all relevant information ■ Identified appropriate next steps ■ Advice is client-focussed | <ul style="list-style-type: none"> ■ Legally correct ■ Legally comprehensive ■ Professional conduct |

| Advocacy | |
|---|--|
| Presentation and non-legal aspects | Legal content |
| <ul style="list-style-type: none"> ■ Appropriate language & behaviour ■ Clear & good structure ■ Engages decision maker ■ Persuasive argument ■ Facts: correct & comprehensive | <ul style="list-style-type: none"> ■ Legally correct ■ Legally comprehensive ■ Professional conduct |

| Legal research | |
|--|--|
| Skills | Legal content |
| <ul style="list-style-type: none"> ■ Advice is client-focussed ■ Finds important sources & authorities | <ul style="list-style-type: none"> ■ Legally correct ■ Legally comprehensive ■ Professional conduct |

| Writing | |
|---|--|
| Style and non-legal content | Legal content |
| <ul style="list-style-type: none"> ■ Clear, precise & acceptable English ■ Facts : correct & comprehensive ■ Content is recipient-focussed | <ul style="list-style-type: none"> ■ Legally correct ■ Legally comprehensive ■ Professional conduct |

| Drafting | |
|---|--|
| Drafting style | Legal content |
| <ul style="list-style-type: none"> ■ Clear, precise & acceptable English | <ul style="list-style-type: none"> ■ Legally correct ■ Legally comprehensive ■ Professional conduct |