
Overview

Receive and open case files, review and update case files, prepare court bundles, process appeal documentation and follow up actions, prepare case files for closure and close case files.

Links: BAB112 – Build Case Files; BAB111 – Administer Legal Files

Specific skills:

1. organising
2. problem solving
3. checking
4. analysing
5. planning
6. attention to detail
7. communicating

**Performance
criteria**

You must be able to:

- P1 receive and open a case file
- P2 review the file and plan its management to meet required deadlines
- P3 obtain or identify the location of all file documents and materials
- P4 produce and amend documents as requested
- P5 liaise with the relevant people to progress the case
- P6 keep the case file up to date, checking documentation is complete
- P7 make sure information is kept secure and confidential
- P8 prepare court bundles as requested, checking documentation is complete
- P9 consult other people where necessary
- P10 submit documents on time
- P11 action and record hearing outcomes as necessary
- P12 when necessary, process appeal documentation as requested
- P13 liaise, as appropriate, with the relevant people to progress the appeal
- P14 record the outcome of the appeal where relevant
- P15 prepare the case file for closure
- P16 notify relevant people that the case file is closing
- P17 close the case file
- P18 arrange for the case file to be archived

Knowledge and understanding

You need to know and understand:

- K1 the administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 where and when to refer matters that are beyond your authority
- K3 the organisation's policies, procedures and constraints that affect administrative services in the area of responsibility and how to apply them
- K4 legal and organisational requirements covering the security and confidentiality of information
- K5 legislation, regulations and codes of practice that apply in the sector to their area of responsibility
- K6 working culture and practices in the sector
- K7 procedures for receiving and opening a case file
- K8 the structure, format and content of a case file
- K9 how to carry out research and identify sources of information
- K10 the organisation's house style and requirements for presentation of correspondence and documents
- K11 the importance of accuracy and attention to detail when dealing with information in a legal context
- K12 methods of liaising and communicating with relevant people
- K13 how to keep the case file up to date
- K14 the documents that are required for court bundles
- K15 how to check that documentation is complete at each stage of the process
- K16 who to consult if further information is needed
- K17 the timescales and deadlines that apply to the case and the consequences of failing to meet them
- K18 how to action and record hearing outcomes
- K19 the appeal documentation required and how to process it
- K20 how to record the outcome of an appeal
- K21 the organisation's procedures for closing and archiving case files

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Manage Case Files

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