

Overview

This standard is about presenting cases for clients in formal proceedings. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by community social welfare advice providers and others.

The standard looks at reviewing the outcomes of formal proceedings as well as the options available for further advocacy proceedings.

Performance criteria

You must be able to:

1. comply with all the relevant legal, professional and organisational requirements, policies, procedures and guidelines for formal proceedings
2. check that appropriate people, documentation and associated materials are available for cases
3. prepare case material for presentation in formal proceedings
4. review information/cases to ensure that all relevant information is available
5. present cases for clients in formal proceedings
6. identify errors in information for formal proceedings relating to clients
7. counter arguments or disagreements of opposing parties in line with the needs of clients
8. take action to address problems identified in formal proceedings
9. review outcomes of formal proceedings with clients
10. clarify responses of formal proceedings to clients
11. explain the outcomes of formal proceedings to clients and others, and their consequences
12. identify objectives that have been achieved for formal proceedings and those that have not in accordance with organisational requirements
13. identify options and requirements for continuing further support
14. record details of formal proceedings in accordance with organisational requirements

Knowledge and understanding

You need to know and understand:

1. legislation, codes of practice, organisational requirements, policies and procedures relevant to your job role and responsibilities
2. the importance of complying with relevant legal, professional and organisational requirements, policies, procedures and guidelines
3. different methods of communication and how to adapt them to suit the needs, preferences, and accessibility requirements of clients, ensuring inclusive practices.
4. what and who should be available at different stages of cases
5. information that should be passed to others in relation to formal proceedings
6. how to present cases and information that should be included in presentations for formal proceedings
7. how to address and challenge the following;
 - 7.1 any errors
 - 7.2 arguments that could occur
 - 7.3 any other problems
8. the importance of addressing problems
9. how to obtain information on requirements for formal proceedings
10. outcomes of formal proceedings that require explanation
11. types of responses that may be raised by other parties
12. likely consequences of outcomes and the objectives being sought
13. expectations of different clients in relation to formal proceedings
14. types of further action that might be taken in relation to formal proceedings
15. when the advocacy process should be concluded and who might initiate further action
16. organisational and legal recording requirements, including how to store recorded information securely
17. workplace requirements on equality, diversity and inclusion
18. trauma informed principles and safeguarding requirements

Present cases for clients in formal proceedings

Developed by Skills for Justice

Version Number 3

Date Approved 11 Feb 2026

Indicative Review Date 11 Feb 2031

Validity Current

Status Original

Originating Organisation Skills for Justice

Original URN LSIAG10

Relevant Occupations Education and Training, Health Professionals, Housing Advisors, Public Service Professionals

Suite Advice and Guidance

Keywords present; cases; advice and guidance; clients; formal; proceedings
