



# CILEX Level 6 Chartered Legal Executive Apprenticeship End-Point Assessment

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## Delivery Guide

*(Version 1.2 July 2024)*

**Important Note:**

This guide applies to **Version 1.0** of the Chartered Legal Executive Apprenticeship

# Summary of changes

We have updated Version 1.1 and produced this version (Version 1.2).

Below is a summary of the main changes made.

Summary of changes made between previous version and this current version	Page number
Made any necessary amendments to ensure the names of form/checklists are consistent throughout the document.	Throughout
Updated section 4.2 to clarify that exemptions are applied for via the myCILEX portal.	8
Reviewed and updated Appendix 2. Clarified the evidence required to show apprentice's involvement including providing an example, and emphasised the opportunity to showcase the apprentice's attributes via the supervisor's endorsement.	18 to 19
Reviewed and updated Appendix 3 to ensure consistency with Case Study checklists in other documents and updated 'further guidance' and 'suggested supporting documents'.	20 to 24

## Introduction

The Chartered Institute of Legal Executives (CILEX) is the professional association for CILEX Lawyers (Chartered Legal Executives), Paralegals and other legal practitioners in England and Wales, offering unparalleled access to a flexible career in law and recognition alongside solicitors and barristers. We set high professional and ethical standards and drive greater diversity in the profession. Find out more about CILEX on our website [www.cilex.org.uk](http://www.cilex.org.uk)

CILEX is proud to be an End Point Assessment Organisation (EPAO) for the Level 6 Chartered Legal Executive Apprenticeship.

This guide is designed for apprentices, training providers and employers to help them understand what is involved in an apprenticeship and CILEX's role as the End Point Assessment Organisation (EPAO).

This guide should be read in conjunction with the *CILEX Chartered Legal Executive Apprenticeship End-Point Assessment – Supplementary Delivery Guidance*, available in the EPA system.

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# 1 CILEX and Apprenticeships

## 1.1 CILEX Experience

CILEX has extensive experience of apprenticeship development, delivery and assessment; we have been delivering apprenticeships since 2013.

The legal apprenticeships have been widening access to the profession since their introduction and the apprenticeship levy continues to encourage employers to consider apprenticeships as a way of addressing the skills gaps in their organisations.

## 1.2 CILEX: End-Point Assessment Organisation (EPAO)

CILEX is an approved End-Point Assessment Organisation (EPAO) with a wealth of experience of EPA delivery.

As an EPAO, CILEX is responsible for:

- the provision of information and guidance to enable apprentices, employers and training providers to prepare for EPA.
- the effective delivery of EPA in accordance with the EPA plan.
- the independent assessment of each apprentice.
- requesting the apprenticeship completion certificates on behalf of the apprentice and their employer from the Education and Skills Funding Agency (ESFA).

## 2 What is an Apprenticeship?

### 2.1 Apprenticeship Standards and EPA Plans

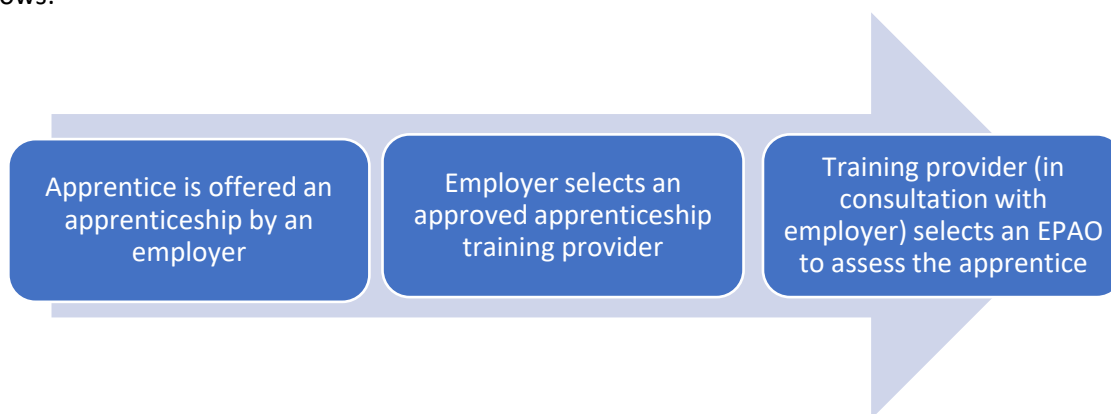
An EPA Plan is published for each apprenticeship standard. This guide is for Version 1.0 of the Chartered Legal Executive EPA Plan. The EPA Plan explains the requirements for the EPA that End-Point Assessment Organisations must follow, the grading criteria for each EPA assessment component and the overall EPA grading.

An apprenticeship is a job that combines practical training in the workplace along with study. Apprentices are employed to do a real job while being released for a specified number of hours per week to study.

Apprenticeship Standards and EPA Plans are available on the IfATE website: [Home / Institute for Apprenticeships and Technical Education](#)

### 2.2 Apprenticeship Overview

Apprenticeships require a relationship between the apprentice, employer, training provider and EPAO, as follows:



Further information about starting an apprenticeship is available on the government's website: [Apprenticeships](#)

# 3 Roles and Responsibilities

## 3.1 Role of the Apprentice

An apprentice must complete the on-programme training to meet the required amount of off-the-job training specified in the [apprenticeship funding rules](#). Off-the-job training is arranged by the apprentice's employer and training provider.

Apprentices must take the EPA as specified in the EPA Plan and comply with the rules and regulations governing the EPA.

## 3.2 Role of the Employer

Employers should ensure that apprentices have a positive apprenticeship experience. Employers should be familiar with the apprenticeship funding rules.

Employers are responsible for:

- ensuring that the apprentices' work meets the requirements for Qualifying Experience.
- arranging and supporting off-the-job training, and selecting the training provider and the EPAO.
- deciding when an apprentice is working at or above the occupational standard and is ready for the EPA.
- assisting the apprentice with the preparation of their Portfolio and Case Study.
- ensuring that the supporting evidence required at gateway is submitted, as required by CILEX, providing access to any employer-specific documentation as required.
- countersigning the Portfolio and ensuring that every outcome has been met.
- submitting a *Supervisor Endorsement form* for the Case Study and ensuring every outcome has been met.
- completing an *Employer Declaration form*.
- signing the *Gateway Declaration form*.

In accordance with the apprenticeship funding rules, employers must select the EPAO to deliver the EPA **at least six months** before an apprentice reaches gateway.

CILEX requests that employers ensure that training providers register apprentices with CILEX **a minimum of six months** before an apprentice reaches gateway, to enable planning for EPA to take place in a timely fashion.

## 3.3 Role of the Training Provider

Training providers must be on the Apprenticeship Provider and Assessment Register (APAR), before they can offer this EPA ([Download the apprenticeship provider and assessment register \(APAR\) \(education.gov.uk\)](#)).

Training providers must be fully conversant with the Chartered Legal Executive Apprenticeship Standard, EPA Plan and apprenticeship funding rules.

Training providers work with employers to support apprentices during the off-the-job training.

Training providers deliver training as agreed as part of apprentices' learning plans and monitor apprentices' progress. Training providers may provide guidance to employers regarding an apprentice's readiness for the EPA.

CILEX requires that training providers register apprentices with CILEX for EPA, **a minimum of six months before** an apprentice reaches the gateway.

CILEX requires training providers to maintain accurate apprentice data on the EPA system, including apprentice gateway dates. Training providers upload the gateway documentation for their apprentices onto the EPA system, or grant their apprentice permission to upload their gateway documentation.

# 4 CLE Apprenticeship End-Point Assessment

## 4.1 The EPA Assessment Overview

The EPA is comprised of **two** parts – Portfolio and Case Study. The apprentice must pass both parts to pass the EPA.

Further information on each part can be found in sections 4.6 and 4.7 on page 10.

## 4.2 On-Programme Requirements

During the apprenticeship, the apprentice must achieve the following requirements:

- CILEX Level 3 Professional Diploma in Law and Practice
- CILEX Level 6 Professional Higher Diploma in Law and Practice
- served at least 1 year in the CILEX Member-Advanced Paralegal grade of membership.

Apprentices may be eligible for exemptions if they hold other relevant qualifications such as a law degree. Applications for exemptions need to be applied for through the MyCILEX portal. Further information on exemptions can be found [here](#).

## 4.3 Qualifying Experience

Qualifying experience (QE) is the legal experience that helps an apprentice develop their competence to meet the entry requirements to become a Chartered Legal Executive. Gaining appropriate varied legal experience is vital in developing the apprentice's knowledge and skills to enable them to present examples of their own work as part of their end point assessment.

To meet the QE requirements, the apprentice needs to show that they have undertaken 'work that contributes to the provision of legal services' for at least 2,300 hours and have served at least 1 year in the CILEX Member-Advanced Paralegal grade of membership.

The employer will need to complete an *Employer Declaration form*, and this will need to be uploaded as part of gateway. See Section 4.4 for information about gateway.

Apprentices can submit work for the EPA no earlier than 19 weeks prior to the end of their QE, however their results will not be released until the QE requirement has been fulfilled.

## 4.4 EPA Gateway

Gateway takes place before the EPA can start. The employer must confirm that they consider their apprentice is working at or above the occupational standard before the apprentice can enter gateway for their EPA. The employer may take advice from the apprentice's training provider but the employer must make the decision. By signing the *Gateway Declaration form*, the training provider and the employer are confirming that the apprentice is ready for their EPA – they are satisfied the apprentice is consistently working at, or above, the level of the standard.



The apprentice must have served at least 1 year in the CILEX Member-Advanced Paralegal grade of membership, therefore they can submit 19 weeks before reaching 1 year in the CILEX Member-Advanced Paralegal grade of membership.

If an apprentice submits earlier than this, then the earliest we can issue their result will be when they have reached their 1 year in membership anniversary.

If submitting early, then we recommend that this no more than one month. If an apprentice submits more than one month early, CILEX reserve the right to put the gateway confirmation on hold or reject gateway.

#### 4.4.1 Gateway Documents

When the apprentice is ready to enter gateway, the following must be uploaded to the EPA system. A copy of the CILEX forms and checklists can be found in the EPA system.

- Evidence of achieving a Level 2 English and Maths qualification, in line with the apprenticeship funding rules.
- *Gateway Declaration form* signed by the apprentice, employer and the training provider\*.
- *Employer Declaration form* signed by the employer\*.
- *Supervisor Endorsement form* signed by the apprentice and employer.
- Portfolio (including the WBL Logbook Sheets available on the CILEX Regulation website).
- *Portfolio Outcome Evidence Checklist*.
- Case Study.
- *Case Study Outcome Evidence Checklist*.

\* The signatory professional person membership number must be included on the form.

#### Information about the Case Study and Portfolio

1) Please upload the Portfolio as one document (one file) with the narrative either included in the same document or as a separate document.

2) Please upload the Case Study as one document (one file) with the narrative either included in the same document or as a separate document.

3) Please make sure all confidential information is **fully redacted**. It is the apprentice's responsibility to ensure client or organisation's confidential information is not shared.

CILEX will review the gateway evidence to determine if the apprentice has met the gateway requirements. CILEX will confirm this via the EPA system. An apprentice will **not** be able to progress through gateway if insufficient, incomplete or inaccurate gateway evidence is submitted. The EPA period starts once CILEX has signed off the apprentice as meeting the gateway requirements.

#### 4.5 Overview of the EPA Period

The EPA period starts when CILEX confirms that the apprentice has met the gateway requirements. The EPA system will confirm the results release date (16 weeks from the date the apprentice has met the gateway requirements). However the EPA system cannot take into account whether the apprentice has met their 1 year in the CILEX Member-Advanced Paralegal grade of membership anniversary date.

If the 1 year anniversary date is after the results release date issued via the EPA system, CILEX will notify the training provider of the new result release date.

## 4.6 Portfolio

To meet the required standard for the Portfolio, the apprentice is required to meet eight competencies, which are broken down into 27 outcomes. It is strongly recommended that the training provider and/or employer consult the guidance produced by CILEx Regulation on [their website](#) and, in particular, the very informative [WBL Week-by-Week Schedule](#) webpage, to ensure correct guidance is provided to the apprentice when completing this work.

The training provider and/or employer should work with the apprentice to discuss each of the outcomes, to consider when the apprentice is able to demonstrate that they can meet the outcomes and to determine what documentary evidence can be used to meet the outcomes.

The evidence relied on in the Portfolio can be dated up to two years before submission. A *Portfolio Outcome Evidence Checklist* should be completed and submitted with the Portfolio. The checklist will help to ensure that evidence has been provided for each outcome and it will help facilitate the marking of the Portfolio. A copy of this checklist is available in the EPA system.

The apprentice must provide **two** examples of meeting each of the 27 outcomes (except for outcomes 4.2, 4.3, 5.1, 5.2, 6.3, 7.1 and 7.2 which only need to be met once). It is important to note that the apprentice should provide two different examples of meeting an outcome, rather than providing two examples of the same type. For example, the apprentice should not provide two examples of applying the same piece of law for outcome 1.1, otherwise different examples may be requested.

Each of the examples used must be set out in a logbook sheet with supporting evidence – there should be 47 logbook sheets in the Portfolio when it is uploaded to the EPA system. The logbook sheet should fully explain how the outcome has been met and how the evidence shows that the apprentice has met the outcome. The evidence provided should support the logbook sheet.

The logbook sheet template is available on the [CILEx Regulation website](#).

Further guidance as to what supporting evidence can be used for the Portfolio has been provided in *Appendix 1*.

## 4.7 Case Study

Whilst the Portfolio focuses on evidencing the requirements which CILEx Regulation has identified as necessary for admission as a Chartered Legal Executive, the Case Study identifies learning outcomes that reflect skills and knowledge which are relevant to most legal work.

The Case Study requires the apprentice to provide in-depth evidence to demonstrate how they have met the learning outcomes covering three domains:

- Legal advice and communications
- Personal approach
- Business administration.

As the name suggests, the evidence should show involvement throughout one case or matter – the apprentice may also use a case/matter that they have referred to in the Portfolio. In order to be a valid Case Study, the case or matter must:

- have taken place within the 12 months prior to gateway
- not start to be compiled more than six months prior to gateway, i.e. has been worked on within six months prior to gateway.

The case/matter should enable the apprentice to evidence how the Case Study outcomes have been met. For example, it may have been a case where the work was consistently of a particularly high standard or where the apprentice was given responsibilities expected of a newly qualified Chartered Legal Executive. Outcomes only need to be evidenced once – no extra credit will be given if outcomes are evidenced multiple times however the apprentice will not be penalised.

A *Case Study Outcome Evidence Checklist* should be completed and submitted with the Case Study. The checklist will help to ensure that evidence has been provided for each outcome and it will help facilitate the marking of the Case Study. A copy of this checklist is available in the EPA system.

It is recommended that where possible each Case Study follows the format set out in *Appendix 2*.

If there are a few cases which might be suitable as a Case Study we recommend these are mapped against the assessment requirements and discussed with all parties to ensure the strongest Case Study is selected. If there are no valid cases from the apprentice's workload – then a simulated Case Study may be used.

Please follow the information in the *Simulated Case Study Approval Process Guide* and submit a *Simulated case study application form* to CILEX. These are available in the EPA system.

The Case Study must be endorsed by the apprentice's supervisor. The supervisor will need to complete the *Supervisor Endorsement form*, and this must be submitted at gateway along with other documents. See Section 4.4 for information about gateway.

Further guidance as to what evidence can be used for the Case Study has been provided in *Appendix 3*.

## 4.8 Grading

The Portfolio and Case Study are graded Pass/Fail. The apprentice must pass both to achieve the EPA.

## 4.9 Re-sits and Re-takes

If an apprentice does not pass either the Portfolio and/or the Case Study, CILEX will inform the training provider which outcomes they have not met.

The training provider should discuss the feedback given with the apprentice so they understand how to address the issues raised.

The apprentice must ensure any changes made are clearly highlighted and the file name reflects the new version. Training providers should review any amendments before the apprentice is ready to upload their Portfolio and/or Case Study to the EPA system.

If the apprentice does not pass their Portfolio and/or the Case Study due to their role being too narrow, they will need to discuss this with their employer and training provider. The discussions should look at the options available for the apprentice to be given the opportunity to broaden their role so they can demonstrate the requirements of the assessment outcomes. The apprentice may need to re-enter gateway once they are in a position to submit the necessary evidence.

## 4.10 The Apprenticeship Certificate

The apprenticeship certificate is the formal recognition that an apprentice has achieved their apprenticeship. CILEX will claim the apprenticeship certificates from the ESFA for all apprentices who successfully complete the EPA.

## 4.11 Chartered Legal Executive Status

Once the apprentice has successfully completed the CLE EPA with CILEX and received their certificate from the ESFA, they can apply to CILEx Regulation for Chartered Legal Executive status.

Information about this, can be found here: <https://cilexregulation.org.uk/become-a-chartered-legal-executive-via-apprenticeship/>.

# 5 EPA Administration: Registration and Delivery

## 5.1 EPA Agreement

Training providers are required to sign up to the CILEX End-Point Assessment Agreement. Training providers that have an agreement with CILEX will be given access to the EPA system.

## 5.2 EPA System

CILEX uses epaPRO (the 'EPA system') to support its delivery of EPA. All training providers (that have a valid EPA agreement with CILEX) are given access to the EPA System. Training providers will be able to access all EPA documentation, including EPA materials, checklists, policies and procedures in the EPA system. The system will be used by training providers for a range of activities, including registering apprentices, maintaining up to date apprentice information, uploading EPA documents and accessing EPA results.

Training providers manage access to the EPA system for their staff, apprentices and their employers. It is strongly recommended that training providers give apprentices and their employers access to the system. It is for training providers to decide whether apprentices are permitted to upload documentation for gateway.

## 5.3 Registering Apprentices with CILEX for End-Point Assessment

Training providers are required to register apprentices with CILEX, via the EPA system, a **minimum of six months before** the apprentice reaches gateway. At the point of registration, training providers are required to confirm the provisional gateway date for each apprentice. CILEX uses this data to forecast demand for EPA and ensure that sufficient CILEX assessors are available to conduct the EPA.

## 5.4 Uploading Gateway Documentation

Training providers will normally upload the gateway documentation for each apprentice. Training providers can permit the apprentices to upload the gateway documentation, however this is not recommended by CILEX.

CILEX reviews the evidence submitted to confirm whether the apprentice meets the gateway requirements.

Apprentices will not be able to progress through gateway and take the EPA if insufficient, incomplete or inaccurate gateway evidence is submitted. Training providers will be advised if an apprentice has not met the gateway requirements. The training provider should consult the employer and apprentice to remedy the issues identified by CILEX.

## 5.5 EPA Results

EPA results are issued via the EPA system.

# 6 EPA Policies and Procedures

## 6.1 Reasonable Adjustments

CILEX recognises that reasonable adjustments allow apprentices to show what they know and can do without changing the validity or demands of the assessment. Reasonable adjustments are offered within the scope of the Equality Act 2010. The Act requires organisations to make reasonable adjustments where a person with a disability would be at a substantial disadvantage in undertaking an assessment.

The *EPA Reasonable Adjustments Policy* and associated *Procedure* are available in the EPA system.

## 6.2 Enquiries about Results

CILEX has in place a wide range of checks and quality assurance procedures to ensure that apprentices receive a result that accurately reflects their performance in the assessment.

However, if an apprentice and their employer do not consider their EPA results to be an accurate reflection of their performance in the assessment, results enquiry can be requested in accordance with the *EPA Enquiries about Results Policy* and associated *Procedure*.

The policy and procedure are available in the EPA system.

## 6.3 Appeals

An appeal is a formal request for the review of a decision. An appeal considers whether CILEX followed the correct policies and procedures and applied these policies and procedures fairly.

The *EPA Appeals Policy* and associated *Procedure* are available in the EPA system.

## 6.4 Malpractice and Maladministration

The *EPA Malpractice & Maladministration Policy* and associated *Procedure* are available in the EPA system along with the *EPA Sanctions Policy*.

# 7 Support

## 7.1 Information and Guidance

All training providers contracted with CILEX for EPA services are given access to the EPA system. This allows training providers to register and manage their apprentices with CILEX.

Training providers are strongly encouraged to give apprentices and their employers access to the EPA system too.

A range of information and guidance can be accessed in the EPA system.

CILEX will provide ongoing support and guidance for training providers and employers who have registered apprentices for CILEX EPA.

## 7.2 CILEX Contact Details

CILEX contact details are as follows:

Telephone: 01234 841000

Email: [paralegalepa@cilex.org.uk](mailto:paralegalepa@cilex.org.uk)

# Appendix 1 – Types of Portfolio Evidence

## What supporting evidence can the apprentice use?

- The apprentice should collect evidence from their work to demonstrate meeting the outcomes.
- Evidence can come from a variety of sources, including evidence taken from their workload.
- Internal file notes or notes prepared for the apprentice's own purpose are not acceptable as evidence. Examples of acceptable evidence would be scanned copies of correspondence, telephone attendance notes, client attendance notes, statements of cases, case evaluation studies, and documents/reports they have prepared.
- The evidence must be uploaded originals of their work from their file and not copied (cut and pasted) from other documents.
- Copies of their firm's policies, or codes of practice, or blank/template forms and letters, or statutes (except for outcome 1.4) are not acceptable, as these do not evidence how the apprentice has met the outcome.
- The evidence must **not** be older than two years prior to the date that the apprentice will be going through gateway.
- The evidence that the apprentice provides must be their work. They must leave in the date, their name and reference where this appears within the evidence. If the evidence does not contain this information they should provide an explanation in the logbook sheet.
- The apprentice must redact from the evidence all personal information that would identify their client or any third party in order to comply with Data Protection obligations. Other non-identifying information should be left in to assist the CILEX assessor.
- The apprentice may use the same piece of evidence to demonstrate meeting more than one outcome within their Portfolio. For example, the evidence submitted for outcome 1.1. could be used to demonstrate meeting outcome(s) 2.1, 2.5 and 3.3, where it also demonstrates meeting these other outcome(s).
- However, where an outcome requires two examples, the apprentice must use **two** different pieces of evidence ideally from different matters.



## When can the apprentice use a personal statement?

- Where possible the apprentice should provide a logbook sheet with evidence. Where they do not have evidence on which to rely they must complete and submit a personal statement. The personal statement template is available on the [CILEX Regulation website](#).
- The apprentice must provide an explanation as to why they are unable to provide evidence from their file. For example, it was a verbal conversation or they no longer have access to the file.
- The apprentice must fully explain how they have met the outcome, using a real, specific example from their workload, but without providing the evidence.
- The apprentice and their employer must sign and date the personal statement to confirm that the example provided is their work.
- The apprentice may use a maximum of five personal statements in total in the Portfolio and no more than one per outcome.
- The decision to accept the personal statement is at the discretion of CILEX.

# Appendix 2 – Structure of the Case Study

The Case Study should have two sections supported by the Supervisor’s Endorsement.

## Summary

The summary should set out the context for the case or matter (i.e. what the case was about, who was/is involved, what is/was the time-frame, what happened in the case, what was the apprentice’s role/level of supervision). It is recommended that this section should be approximately 300 – 400 words. This should be a summary of the apprentice’s involvement in the case and not simply the apprentice’s initial instructions.

## Narrative

The narrative should reference evidence to show that all the outcomes have been met. It is recommended that this section should be approximately 900 – 1500 words. The word limit is indicative of the level of detail required although the apprentice will not be penalised for exceeding the word count.

The narrative should be in chronological order and enable the CILEX assessor to understand how the case/matter progressed and the apprentice’s involvement. It should clearly show how a case/matter is run from start to finish by the apprentice, or for more complex matters, show sufficient progression of the case/matter by the apprentice.

The apprentice should clearly indicate how the narrative relates to each outcome and refer to supporting evidence. This could be done by setting this information out in brackets at the end of the relevant paragraph:

*“I drafted a summary of the legal issues for the relevant form and the reason for taking this course of action.” (Communication Skills and Literacy, Use accurate and suitable language in communication (written) - Evidence X at page Y).*

The apprentice should indicate clearly where the relevant evidence for a specific outcome can be found.

Use the ‘evidence required’ column on the *Case Study Checklist (Appendix 3)* to identify the evidence that will need to be produced e.g. for Communication Skills and Literacy, evidence needs to demonstrate:

- a) Use of accurate and suitable language in communication – written and oral.
- b) Represent and advise a client through effective communication, including negotiation and advocacy, where applicable and permitted.

It is important that each element of the outcomes is evidenced. There may be multiple examples for some of the outcomes within the case/matter and these can be included if all outcomes are covered, and it remains within the overall word count.

Multiple examples for the same outcome (as is the case with the Portfolio), are not needed. It should be clear from the response, what happened in the case including an explanation of the apprentice’s level of involvement and contribution to the task (if not explicit within the evidence). An example would be drafting. If an apprentice has used a template contract but drafted certain clauses, then it should be clearly marked up on the evidence the sections which have been drafted by the apprentice. Where technology has been used to draft, then it should be clearly explained what has been used, to what degree and how.

## Employer Supervisor Endorsement

This is a key opportunity for the supervisor to showcase the attributes of the apprentice.

The apprentice's supervisor will be asked to:

- agree with the authenticity of the Case Study
- comment on the apprentice's:
  - a) ability to work under pressure and adapt to change
  - b) approach to work and ability to take responsibility for their own actions.

The *Supervisor Endorsement form* is available in the EPA system.

## Appendix 3 – Case Study Checklist

To provide further guidance on what is meant by each of the outcomes, CILEX has produced the table below to provide additional structure and highlight the supporting evidence the apprentice could provide in support of the Case Study.

Outcome	Evidence required	Further guidance	Suggested supporting documents
<b>BEHAVIOURS</b>			
<b>Adaptability &amp; Resilience</b>	Ability to work under pressure and willingness to accept changing priorities and work patterns when new jobs need to be done, or requirements change.	This could include describing how the matter fits with other matters in the apprentice’s workload, the priority of the case in relation to other cases, issues arising that meant the apprentice had to seek advice from a more experienced colleague.	E.g. an email to/from a colleague, appraisal/review/1:1 documentation.
<b>Honesty &amp; Integrity</b>	(a) Demonstrate an understanding of the need to avoid discrimination and promote equality and diversity.	This requires showing a working knowledge of equality and diversity as it applies to legal practice, and specifically, the role in which the apprentice is employed. Evidence must show the apprentice’s knowledge and how this has been gained/kept current but also how discrimination is avoided and equality and diversity promoted in the apprentice’s work. If an actual example has arisen in the case/matter then use it as an example. If no example has arisen then discuss it in a general sense, explaining how these issues could arise and what the apprentice would do in those situations. Evidence from another case/matter can be drawn upon if there is no example from the current case/matter.	E.g. an example of how the apprentice made reasonable adjustments to account for a client with a protected characteristic under the Equality Act 2010.
<b>Honesty &amp; Integrity (cont.)</b>	(b) Apply the rules of professional conduct appropriately to relevant situations.	This requires the apprentice to show engagement with relevant professional conduct rules, such as the CILEX Code of Conduct 2019. It is important to discuss specific outcomes and show application of these, rather than the principles.	E.g. a conflict check the apprentice completed, client care letter.

Outcome	Evidence required	Further guidance	Suggested supporting documents
<b>Honesty &amp; Integrity (cont.)</b>	(c) Understand when work is beyond own capability; openly admits mistakes/difficulties and seeks guidance and support as appropriate.	This requires the apprentice to demonstrate an ability to thoughtfully reflect on their own work and behaviour, identify their limitations and areas of knowledge or skills which could be improved, and formulate a plan to make this happen. The evidence must show the apprentice recognising the limits of their ability and admitting mistakes and/or asking for help.	E.g. reflective log, appraisal/1:1 documentation, a communication to a senior colleague asking for help.
<b>Motivation &amp; Enthusiasm</b>	Demonstrate a positive and proactive approach to work. Take responsibility for own actions.	This could include an example when the apprentice proactively offered to carry out a task or when they took responsibility for planning and organising their own workload.	E.g. an email to/from a colleague, appraisal/review/1:1 documentation.
KNOWLEDGE			
<b>Business and Ethics in law</b>	Understand the ethical issues and obligations applying to the provision of legal services, including the CILEx Regulation Code of Conduct requirements, other rules and regulatory requirements and how to act inclusively and respect diversity.	It is often the case that no issues of conduct or discrimination occur in a case, however the apprentice should show they are aware of issues that could arise in a case or matter of this sort e.g. client checks for money laundering, conflict of interest checks, undertakings. Specific reference to the relevant Code, regulation or legislation should be made.	E.g. checks and enquiries made, notes of discussions with supervisor.
<b>IT</b>	Use available technology to suit different purposes, and achieve the quality of outcomes required, and to store, retrieve and analyse information.	This is assessing the apprentice's awareness of, and interest in, technology to provide a better level of service to the client. For example, it may relate to online research or software which the apprentice's employer is using. Apprentices should note the distinct IT tasks outlined in the outcome (store, retrieve and analyse information) and provide evidence which meets all of these.	E.g. a research note where online resources have been used, results of an official online calculator such as those provided by HMRC, evidence in the form of document management and version control, using IT to track changes when revising documents.

Outcome	Evidence required	Further guidance	Suggested supporting documents
<b>Finance</b>	Understand the basic financial methods and drivers of one's own organisation.	This could include explaining the apprentice's understanding of how the case was billed or an awareness of whether the case was cost effective from a business perspective. For in-house apprentices it could include an awareness of the financial implications of outsourcing legal advice to external providers.	E.g. calculations on which a fee estimate were based. If in-house it could be an understanding of how work is billed to internal client departments or other income generation for the in-house legal team.
<b>Technical</b>	Has a broad base of legal knowledge to draw on, and a detailed understanding of the law, practice and procedures of own specialist area of practice.	This is assessing the apprentice's technical legal expertise in their specialist area of law. It is an opportunity to show how the apprentice's technical knowledge in practice can be applied to the benefit of the client.	E.g. advice to client, research note for a supervisor, file note.
<b>SKILLS</b>			
<b>Communication Skills and Literacy</b>	(a) Use accurate and suitable language in communication – written and oral.	This is assessing the apprentice's ability to communicate with the client, and on behalf of the client to third parties. It could include communications with other lawyers, representing clients orally by putting their case across to someone else or writing to clients and third parties. It may include instances where the final correspondence was sent out in the name of someone more senior. Describe what actions were taken and any outcomes. The Case Study narrative must explain why it is felt that the language used was both accurate and suitable.	E.g. letters/emails which the apprentice drafted or contributed to, attendance note of a meeting which the apprentice participated in, telephone attendance note or meeting note.
<b>Communication Skills and Literacy (cont.)</b>	(b) Represent and advise a client through effective communication, including negotiation and advocacy, where applicable and permitted.	This assesses the apprentice's ability to advise a client but also to represent a client to a third party.	E.g. Court attendance note showing representation of a client through advocacy, a meeting note or telephone attendance note showing representation of a client in a meeting such as a case conference, a letter to the other side showing representation of a client through negotiation.

<b>Outcome</b>	<b>Evidence required</b>	<b>Further guidance</b>	<b>Suggested supporting documents</b>
<b>Numeracy</b>	Ability to read and understand numbers used in different ways, interpret results and present findings accurately.	This is assessing the apprentice's fluency with numbers. It may relate to fee estimates, billing targets, chargeable hours, calculating charges payable to third parties, estimating quantum or interest payments, understanding company accounts.	E.g. fee estimate and how it was arrived at.
<b>Planning &amp; organising</b>	Plan and meet deadlines expeditiously in order to deliver outcomes for the business.	This could include describing the timelines in a court case or transaction, and how the apprentice planned and organised their time around these dates.	E.g. note to supervisor or client, supervisor's endorsement, copy of Case Management System (showing planning and completion of work).
<b>Working relationships</b>	Ability to work co-operatively with others towards achieving internal and external clients' objectives.	This could be evidenced by showing how the apprentice delegated work effectively or liaised constructively with colleagues or third parties. The outcome requires the apprentice to show how they have worked with others, plural.	E.g. correspondence with any third parties (counsel, Land Registry, search providers), evidence of working with colleagues to achieve client objectives.
<b>Client relationship management</b>	Client focused with an ability to build strong relationships with client and third-party contacts at all levels. Provide clear advice to clients or service users.	This could be evidenced by showing constructive engagement with the client and third parties. The outcome requires evidence of 'strong' relationships, and with the client as well as third party contacts.	E.g. correspondence or telephone attendance note, feedback provided to supervisor, e-mail or letter exchanges showing development of strong relationships with the client and third parties such as counsel or court personnel or experts.
<b>Research</b>	Ability to identify, gather and present relevant information from appropriate sources to order this information in terms of importance, relevance and value and to use it to carry out required tasks. Ability to undertake legal research and produce research notes.	This involves using the most appropriate resources to research a point of law or practice for the case and present the findings clearly. The outcome also requires evidence of the research being used to carry out tasks, so the apprentice should clearly demonstrate some application of the research to the case or matter.	E.g. research note to supervisor, letter of advice to client reflecting the legal research undertaken.

<b>Outcome</b>	<b>Evidence required</b>	<b>Further guidance</b>	<b>Suggested supporting documents</b>
<b>Drafting and accuracy</b>	Ability to draft and present legal documentation which is accurate and appropriate.	This is assessing the apprentice's ability to write more formal documentation e.g. court documentation or property or contractual agreements, such as the transfer of a property. The apprentice may have drafted all or part of the document. Where standard forms or templates are used, clearly demonstrate the apprentice's contribution and that they have understood the relevant documentation. Mention could be made of how drafting was adapted to reflect the client's case.	E.g. court documentation, agreements, contracts, leases, property transfer documents, registration of charges.
<b>Data &amp; File management</b>	Understand, implement and maintain filing and recording systems and procedures.	Explain the apprentice's role and responsibilities in relation to data and file management e.g. version control.	E.g. file reviews, file checklist, file note of process.
<b>Critical thinking and problem solving</b>	Analyse, interpret, critically evaluate and synthesise information in order to apply the law appropriately to a client's situation and advise on solutions to legal problems.	This could be evidenced by reaching conclusions based on legal research in the context of the client's specific circumstances, and by evidencing that the apprentice has evaluated why some options would be better than others. The apprentice should clearly demonstrate their evaluation and some application to the case or matter.	E.g. note to supervisor or correspondence with the client or a third party.
<b>Providing legal advice</b>	Give succinct and practical legal advice to clients in terms that they can easily understand.	This could be advice in relation to substantive law or practice.	E.g. correspondence with the client.
<b>Risk and compliance</b>	Is compliant with legal organisational and regulatory policies and procedures. Understands the risks.	This could involve evidencing understanding of regulatory rules as they relate to financial services, money laundering or handling client complaints e.g. what must not be advised on, as positive requirements. It could also include evidencing understanding of GDPR as it relates to the apprentice's work. Specific reference to the relevant Code, regulation or legislation should be made.	E.g. completed money laundering or client ID checks.