

### How to fulfil the role of a Legal Aid Supervisor

The new LAA Contract and updated SQM 2013 place an important emphasis on the role of the Supervisor.

If you are new to this role or need to bring your knowledge up to date, this is a vital course for you.

Lexcel 5 also requires auditors to interview Supervisors to ensure that effective supervision systems are in place.

#### Who should attend? - Essential course for:

- New SQM or Lexcel Supervisors
- Existing SQM or Lexcel Supervisors
- Family Supervisors
- Crime Supervisors
- Social Welfare Law Supervisors

#### What will the course cover?

- The new requirements of the 2013 Legal Aid Contract
- How to ensure compliant file management
- How to survive Legal Aid Agency and other audits
- The role of the Supervisor in improving efficiency
- Understanding competences
- How to manage performance
- Dealing with difficult people
- File reviews in the context of Outcomes Focused Regulations

#### Course Tutor



**Wayne Williams** is a former senior manager and auditor of the Legal Services Commission (now the Legal Aid Agency).

He has extensive experience of helping firms in England and Wales comply with LSC SQM and Contract requirements.



#### What to know more or book?

- Complete the booking form overleaf and return it to us with your cheque.
- e: [book@cpm21.co.uk](mailto:book@cpm21.co.uk)
- Or visit [www.cpm21.co.uk](http://www.cpm21.co.uk) for more information or to book using PayPal/Credit Card

# CPM21: Legal Aid Supervision

## - All You Need To Know

# Course Booking Form

Please reserve

place(s) on the above course

**CPM21: Legal Aid Supervision**

**- All you need to know**

on \_\_\_\_\_ (date)

Please select  AM or  PM (if appropriate).

at \_\_\_\_\_ (location).

Course Code: LAS01



Business Name

Delegate Full Name

Contact email

Status/Position (e.g. Assistant Solicitor)

Contact telephone

Special requirements

£

See website listing for current cost

Course Cost

Cheques should be made payable to **CPM21 Ltd**, and sent with this booking form to:

**CPM21 Ltd.**  
Venture House,  
Navigation Park.  
Abercynon CF45 4SN

### CPD Course Booking Terms & Conditions:

1. Course fees must be paid on or before the date of the course. If you fail to attend after booking the course then you remain liable for the fee subject to clause 7 below.

2. Confirmation of booking and details of venue will be sent by email only to the email address provided.

3. A receipted VAT invoice will normally be issued to the delegate/organisation within 14 days of the conclusion of the course

4. Course documentation will be distributed at the event

5. Prices may be subject to change and may vary depending on location of the course (to allow for varying venue costs etc.)

6. We are an SRA approved external CPD course provider and provide CPD hours for those subject to that scheme. It is a condition of the allocation of hours that you attend for the duration of the course and personally complete and sign the CPD register to confirm that you have done so. The relevant CPD reference will be provided by the tutor on the day and will be shown on the CPD register. You should make a note of this and the hours awarded for your own CPD records.

7. We reserve the right to vary, cancel or postpone a course at short notice where necessary. Cpm21 accept no liability if the course does not take place. Refunds will be made as appropriate if the course is cancelled by us.

8. You may cancel/postpone your attendance up to 14 days before the event provided you email such confirmation to support@cpm21.co.uk. We cannot accept telephone, letter or faxed cancellations.

9. You may send a substitute delegate without notifying us in advance but the change must be made clear on the signed CPD register.

10. Data Protection – we may periodically contact you with updates, information and details of courses and services. If you do not wish to receive such updates or information then please email support@cpm21.co.uk

11. The presentations, materials and notes for our courses are prepared solely for the benefit of the delegates attending that course. They are intended to be an integral part of the course presentation and do not necessarily stand on their own outside that context. They must not be used for giving advice in a specific situation. Neither cpm21 nor any of its consultants or tutors shall have any responsibility or liability for losses (including consequential loss) occurring because a person acts upon or fails to act based on any statement made by the consultant or tutor or contained in the course materials, notes or presentations. Our tutors are not authorised to provide practice management, legal or other advice relating to any specific situation or issue as part of our training courses and you should seek appropriate professional, financial or legal advice before making any decisions or taking any actions based on what you have heard, learned or read about on the course.

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