

# CPM21 Management Support

**The Legal Profession continues to face change on a massive scale, with competition opening up from non solicitors in the near future. How will your firm differentiate itself?**

One way would be to achieve the Law Society Quality standard, Lexcel. The standard will help you and the firm by promoting best practice and providing a framework for you to comply with all the relevant regulations you need to operate under such as the Outcomes Focused Regulation (OFR) 2011.

## **WHERE DO YOU START?**

Contact CPM21 and get help with;

- » Identifying areas of your practice that are not compliant with Lexcel
- » Upgrading your office manual, client care, and other key procedures to meet the Lexcel standard
- » Train you, your staff and fee earners in the requirements and changes to your working practices to meet the standard
- » Help set up the infrastructure needed in your practice for Lexcel
- » Conduct pre-audits to establish your readiness for the Lexcel audit
- » Support you during the audit process.

CPM21's Law Society approved Lexcel Consultants have an excellent track record in preparing practices for Lexcel accreditation, a record which speaks for itself – we have a 100% pass rate for practices achieving Lexcel after we have prepared them.

The Lexcel standard is independently audited by external auditors, and demonstrates to external organisations and the public the practice's commitment to excellence in all things.

**Want to know more, organise a free, without obligation appointment with CPM21's Law Society approved Lexcel consultants?**

**Email:** support@cpm21.co.uk

**Is now the time to get the practice accredited with Lexcel, the Law Society Quality Standard...?**

*Contact us for a without obligation discussion today*

**Name & Address of Practice**

**Contact Name:**

**Email Address:**

Course Code: LEX1

Please reserve  place(s) on the above course  
**Management Support**  
on \_\_\_\_\_ (date)  
at \_\_\_\_\_ (location).

**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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Business Name

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Contact Name

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Contact email

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Contact telephone

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Special requirements

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Course Cost

Cheques should be payable to  Ltd, and sent with this booking form to  CPM21. See website listing for current cost

The GTi Suite,  
Venture House,  
Navigation Park.  
Abercynon CF45 4SN