

# CPM21: LEGAL AID SUPERVISION COURSE

## -ALL YOU NEED TO KNOW



### Supervisor Certificate

On completion of this much sought-after course, you will receive a certificate that you can produce to the LAA to show that you have "Completed an approved training course covering key supervisory skills".

### Compliance with the LAA Contracts

With the Legal Aid Agency [LAA] constantly making changes to the Civil and Crime Contract, this is an essential course for both new and existing Supervisors.

Do you understand the rules that came into force under the new 2024 Civil and Family Contracts? - there are significant changes to the Supervision contract requirements under the new Civil Contract which came into force on 1st September 2024.

### New Family & Civil Tender 2025/2026

There will also be a new Civil and Family Tender in late 2025/early 2026. Are you ready? There are some steps you need to take now. This course will outline the key steps required. The new 10-year 2025 Crime Contract will come into force on 1st October 2025 and potentially last until 2035. There are significant changes since the 2022 Crime Contract came into force. Don't be left behind and get caught out at audit.

### Peer Review and Contract Termination Risk

The LAA are carrying out Peer Review audits in all Legal Aid Categories. Do you know how to avoid a Category 4 result? Our very experienced trainer will provide detailed guidance. Two consecutive CAT 4 results and you are likely to have your Crime or Civil Contract terminated. Such a result would also have implications for your future ability to qualify for LAA contracts.

### Key Supervisory Skills

A key element of compliance is having qualified supervisors who have received the necessary training. The LAA's Supervisor Guidance states that Supervisors should attend a course that covers the following key skills: This in-person course satisfies the LAA Contract requirements for Supervisors.

- Manage activities to meet requirements
- Support the efficient use of resources
- Develop your own resources
- Create effective working relationships
- Develop productive working relationships
- Develop teams/individuals to enhance performance
- Lead the work of teams/individuals to achieve their objectives
- Respond to poor performance in your team

If you are a new or existing SQM or LEXCEL supervisor, family, crime or social welfare supervisor then this is an essential course for you.

The SQM changed significantly in October 2022 and a new version of LEXCEL is probable in 2025.

### Course Tutor



Wayne Williams LLB. MBA is a former senior manager and auditor at the Legal Aid Agency. He has extensive experience of helping firms in England and Wales comply with LEXCEL, SQM and LAA contract requirements.



### What will the course cover?

- The LAA changes to the 2025 Crime Contract
- Understand the LAA's contract requirements for supervision and 2024 Civil and Family Contracts
- How to conduct your file reviews more effectively and ensure compliant file management
- How to understand team dynamics and manage them
- How to help your team comply with LAA Peer Review Requirements
- How to supervise more efficiently
- How to survive Legal Aid Agency and other audits
- The role of the Supervisor in improving efficiency
- How to manage performance
- Dealing with difficult or demanding team members
- How to develop assertiveness skills
- LAA Data Security and Cyber Security Requirements which are likely to change in 2025/2026 to reflect the Data Use and Access Act which came into force on 19 June 25



**Wednesday, September 24<sup>th</sup> 2025**



**Ty Menter, Navigation Park, Abercynon CF45 4SN**



**09:30-16:00**



**£475 per person + VAT**

### Want to know more or book?

Complete the enclosed booking form and return it to us with your cheque, made payable to CPM21 Ltd or book online using Stripe.



**CONTACT US**  
**01443 742895**



**E: office@cpm21.co.uk**



**www.cpm21.co.uk**

# Course Booking Form

## Legal Aid Supervision Course

24<sup>th</sup> September 2025



### Information

Please Reserve the below person/persons on the course:

Full Name(s): \_\_\_\_\_  
\_\_\_\_\_

Business Name: \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Telephone: \_\_\_\_\_

Any Special  
Requirements: \_\_\_\_\_

**Course Cost: £475 per person Plus VAT**

**Payment should be made via Stripe. Simply visit our Course Schedule page and select Buy Now:**  
**<http://cpm21.co.uk/Current-Training-and-Support-Courses-from-CPM21>**

### 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 e-mail only to the e-mail 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 locations of the course (to allow for varying venue costs etc.)
6. We are 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 e-mail such confirmations to **office@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 e-mail **office@cpm21.co.uk**

Please see our Privacy Policy on our website.

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 situations 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.