

Nottingham Law School

**Pre-qualification work experience in professional legal education:
appendices**

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Summary

Work experience for intending solicitors

As part of its Training for Tomorrow project, the Solicitors Regulation Authority has been working with researchers at Nottingham Law School to explore the contribution of different kinds of work experience for those who want to become solicitors. This included the traditional two year training contract, but also looked at work as a paralegal or legal executive, in sandwich degree placements and university law clinics as well as short vacation schemes with firms.

Workplace working highly valued

Everyone agrees that learning in the workplace is valuable and important. It allows students to apply academic knowledge of law to the real world; exposes students to the “messiness” of real legal problem and helps them to understand how to work with real people, as well as introducing them to the way in which legal practices and departments are run. Clinics, law centres, legal executive work and not for profit organisations tend to focus on work for individuals, often those in great need. Vacation schemes and training contracts tend to focus on commercial work, frequently with larger law firms.

Positive experiences

However, what happens during the experience can vary widely, from observing colleagues and routine administration to considerable responsibility for clients and files, carrying out advocacy and undertaking negotiation. Positive experience allows young lawyers to develop new skills such as team-working. They can apply what they have learned in the classroom to a more complex context and deal with real world issues such as a client’s emotional connection to their problem. It allows potential solicitors to understand how professional ethics, duties to clients, professionalism and responsibility operate and are challenged in practice. This can be found in many training contracts, but also in some placements, university law clinics and paralegal work.

Paralegal work

Some experience is, however, more limited. Some junior paralegal work is largely administrative. Short vacation schemes seem to work best as a way of informing career choice and as part of a firm’s recruitment processes. Paralegal work prior to a training contract is quite normal, though not universal, and can sometimes continue for many years. Interestingly, becoming a trainee after having been a paralegal can, for some, involve a *decrease* in client contact, personal autonomy and responsibility as their role shifts from managing a case load of their own to supporting a senior fee earner with their case load.

Links to SRA competences

A number of the SRA’s competences (e.g. legal research, taking responsibility for one’s own learning, taking steps to obtain help, communicating clearly, analysing problems, obtaining facts and drafting) appear in most kinds of work experience.

Opportunities to learn about ethics, teamwork, the commercial background of the organisation, personal autonomy, responsibility and time and workload management are provided in most training contracts and in some other kinds of work experience.

However, lack of opportunity to acquire, develop or demonstrate competences in client contact, advocacy and negotiation is widespread, including in some training contracts.

CONTENTS

Summary	1
1 Terminology	3
2 Data	4
2.1: Range of work/work experience (all respondents with work experience)	4
2.2: Student respondents (all student respondents)	5
2.3: Aggregate periods of student work experience	5
2.4: Employers of trainee solicitors (all trainee respondents)	6
2.5: Trainee solicitor respondents' length of time as a trainee	7
2.6: Aggregate periods of trainee prior work experience	7
2.7: Membership grades of legal executive respondents	8
2.8: Length of time paralegals, legal executives and others have been working in the legal sector ...	8
2.9: Employers of paralegals, legal executives and others	9
2.10: Samples for follow-up interviews	11
2.11: Interviewees' range of work experience	11
2.12: Perceptions of the value of work experience towards "becoming a good solicitor" (all respondents)	13
2.13: Ease of obtaining a training contract	13
2.14: Competences covered in work experience (all respondents with work experience)	15
2.15: Changes in confidence reported by those with student law clinic experience (current students only)	16
2.16: Changes in confidence reported by those with sandwich placement experience (current students only)	17
2.17: Changes in confidence reported as a result of the training contract (trainees)	18
2.18: Changes in confidence reported from all kinds of work experience (all respondents with work experience)	19
2.19: Estimates of the time needed to become competent (all respondents with work experience) .	20
2.20: Evaluation and assessment	22
3 Data collection material	23
3.1 Survey questions	23
3.2 Interview information sheet	78
3.3 Interview consent form	80
3.4 Interview question schedule	81

1 Terminology

ABS	Alternative Business Structure (England and Wales, Scotland)
CILEx	Chartered Institute of Legal Executives (England and Wales)
clinic	An opportunity for students to provide legal advice/legal services in a supervised environment hosted by their law school. Supervisors are often practitioners employed by the university.
FCA	Financial Conduct Authority
FILEx	Fellow of the Chartered Institute of Legal Executives (England and Wales)
GDL/CPE	Graduate Diploma in Law (one year conversion course for graduates of non-law disciplines: England and Wales). Otherwise, Common Professional Examination (CPE).
Internship	A period of work in practice, not normally organised through a university. May be unpaid.
Law school	A provider of formal classroom/online learning activity and sometimes assessment. This may be a university, a delegate of a professional organisation or a private body.
LLB	Undergraduate law degree
LPC	Legal Practice Course (England and Wales)
<i>McKenzie</i> friend	A lay person who assists a litigation in person in court.
NALP	National Association of Licensed Paralegals
NFP	Not for profit
OISC	Office of the Immigration Services Commissioner
Paralegal	A person working in legal practice with no other title or designation
PRT	Period of recognised training (training contract)
PSC	Professional Skills Course (solicitors, England and Wales)
Sandwich degree	An LLB with a year-long placement usually between the second and third years.
SRA	Solicitors Regulation Authority (England and Wales)
Supervisor	The person responsible for a learner in a workplace situation, including a clinic or placement.
Training contract	Alternatively, "period of recognised training". The period of supervised practice (normally of two years) required to qualify as a solicitor in England and Wales.
Vacation/summer scheme	A short placement in practice (usually 1-3 weeks) arranged by a firm for students, sometimes with a view to assessing them as potential trainees.

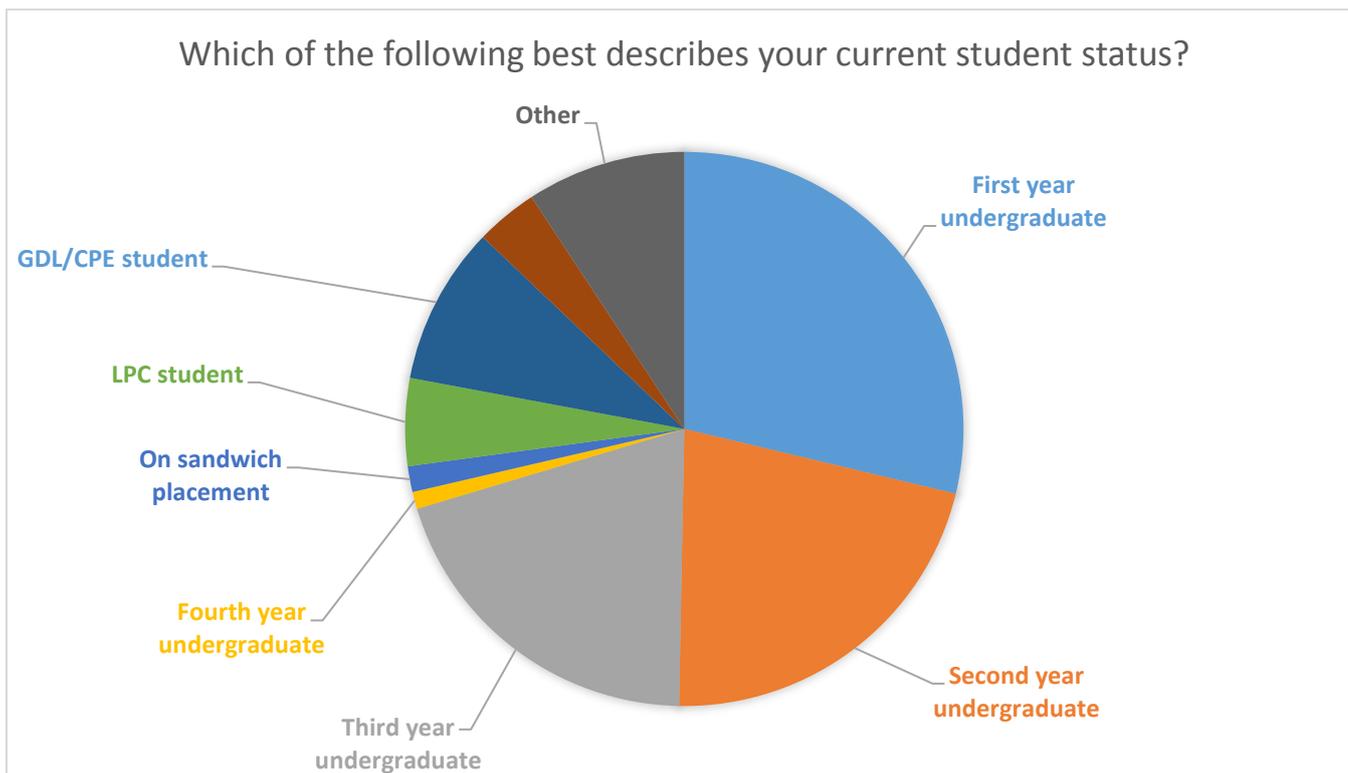
2 Data

2.1: Range of work/work experience (all respondents with work experience)

Some respondents had worked in more than one environment.

Type of work experience	Students (N = 92)	Trainees (N = 235)	Paralegals (N = 146)	CILEx members (N= 91)	Others (N = 37)
Training Contract	0	235	1	0	0
Student law clinic at university	27	45	20	4	5
Placement on a sandwich course	5	2	4	0	1
Vacation/summer legal placement	31	154	37	8	7
Volunteering at a Law Centre (outside university)	9	25	12	7	3
Other unpaid internship	25	62	24	5	3
Citizens Advice Bureau	18	32	20	10	4
Other not for profit	8	34	8	2	4
Working as a paralegal	10	115	132	30	10
Working as legal executive	1	5	5	78 ¹	6
Other	27	41	13	9	20

2.2: Student respondents (all student respondents)

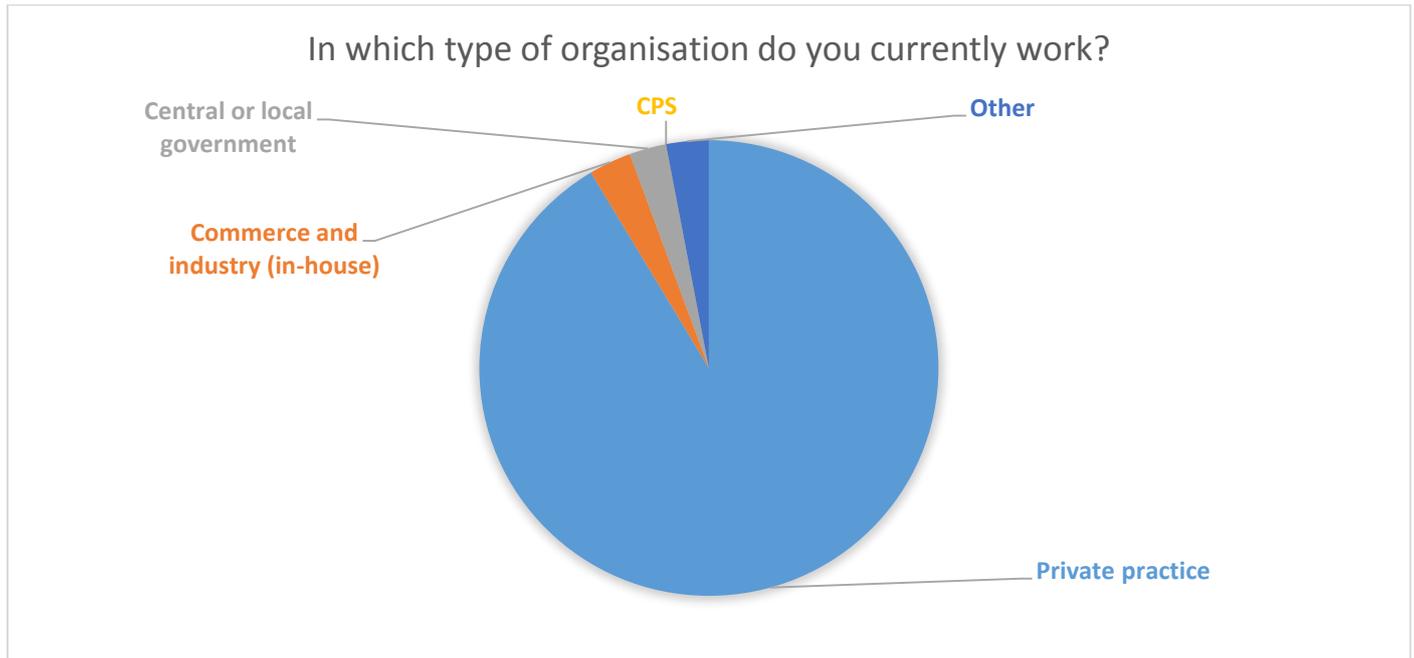


All respondents (N = 195)	
First year undergraduate law student	28.7% (56)
Second year undergraduate law student	21.5% (42)
Third year undergraduate law student	20.0% (39)
Fourth year undergraduate law student	1.0% (2)
Sandwich degree student currently on placement year	1.5% (3)
Postgraduate law student – studying LPC	5.1% (10)
Postgraduate law student – studying GDL/CPE	9.2% (18)
Postgraduate law student – studying LLM	3.6% (7)
Other	9.2% (18)

2.3: Aggregate periods of student work experience

Students (N = 92)	
Less than 1 month	21.7% (20)
Less than 6 months	28.3% (26)
6 months – 1 year	17.4% (16)
Over 1 year – less than 2 years	13.0% (12)
Over 2 years – less than 3 years	10.9% (10)
Over 3 years – less than 5 years	4.3% (4)
Over 5 years	4.3% (4)

2.4: Employers of trainee solicitors (all trainee respondents)

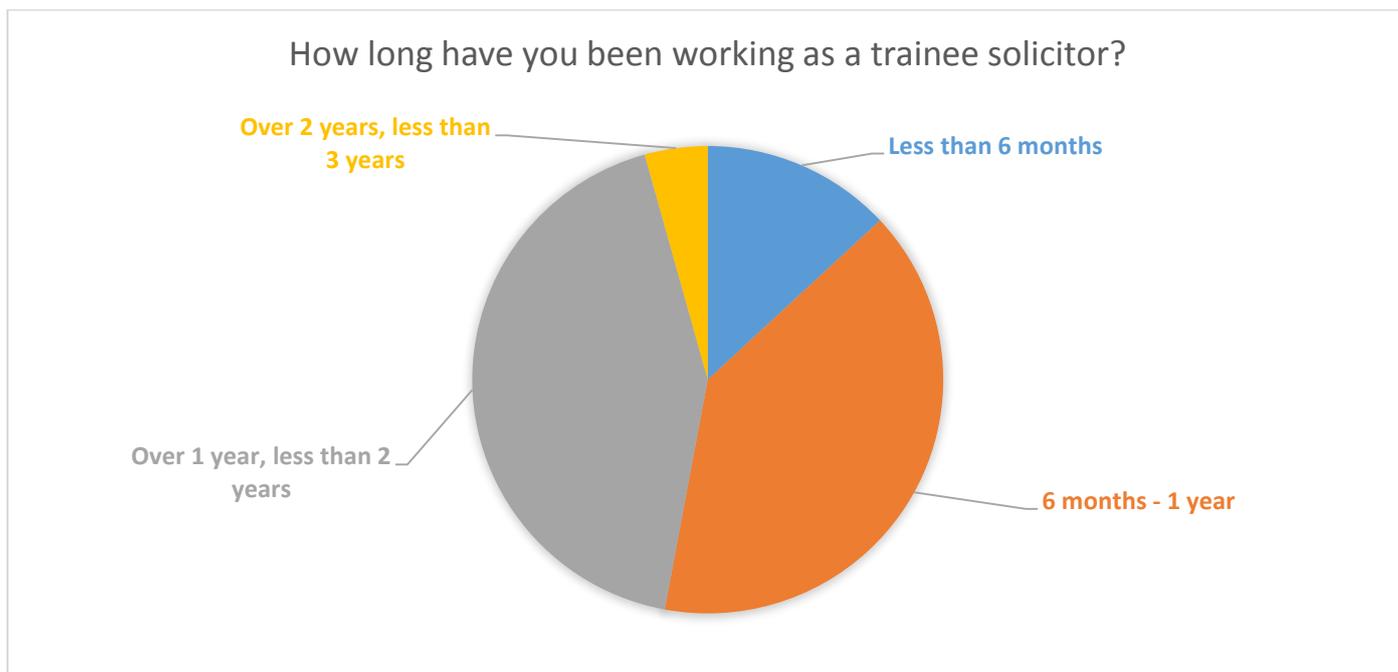


Trainees (N = 235)	
Private practice	91.5% (215)
Commerce and industry (in house)	3.0% (7)
Central or local government	2.6% (6)
Crown Prosecution Service	0
Other	3.0% (7)

For respondents in private practice a further breakdown by size of firm provides:

Trainees(N = 215)	
1 (sole practitioner)	1.9% (4)
2-4 partners	9.8% (21)
5 – 10 partners	8.8% (19)
11- 25 partners	12.1% (26)
26-80 partners	24.2% (52)
81+ partners	41.9% (90)
Do not know	1.4% (3)

2.5: Trainee solicitor respondents' length of time as a trainee



Trainees (N = 236)	
Less than 6 months	13.6% (32)
6 months – 1 year	41.5% (98)
Over 1 year, less than 2 years	44.5% (105)
Over 2 years, less than 3 years ²	0.4% (1)

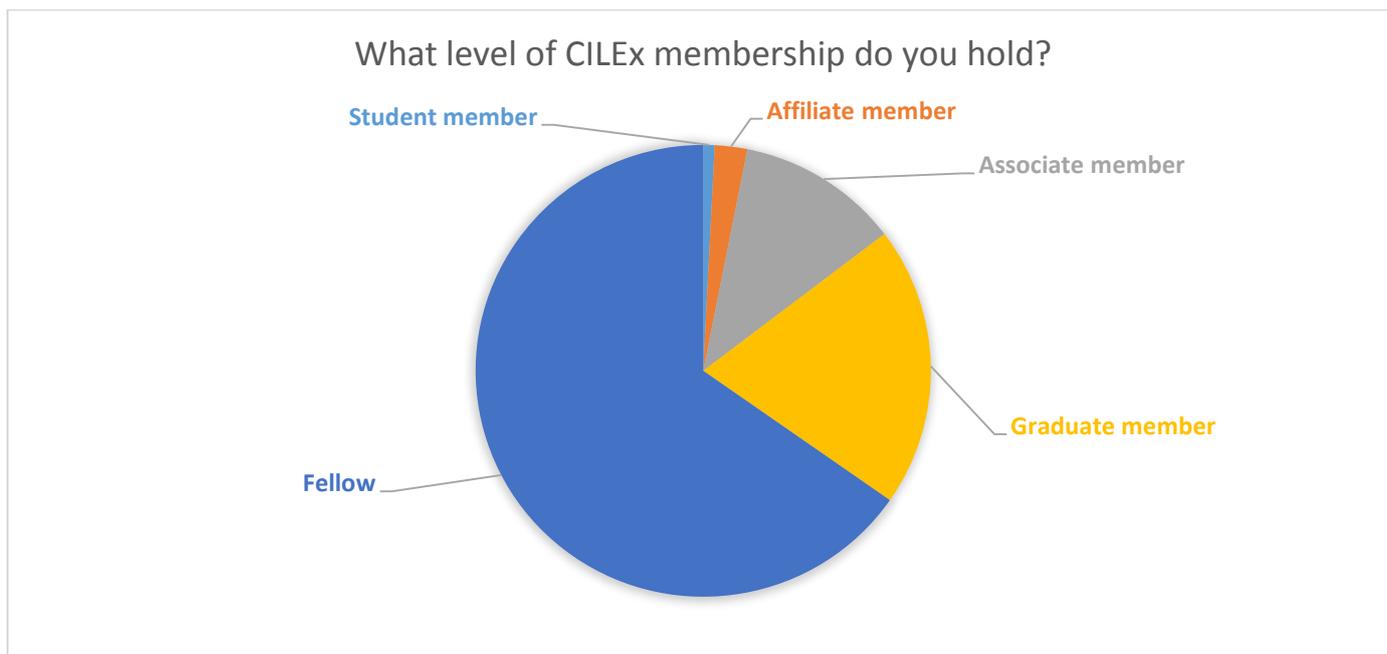
2.6: Aggregate periods of trainee prior work experience

Trainees (N = 228)	
Less than 1 month	21.1% (48)
Less than 6 months	18.0% (41)
6 months – 1 year	14.9% (34)
Over 1 year – less than 2 years	17.1% (39)
Over 2 years – less than 3 years	9.6% (22)
Over 3 years – less than 4 years	9.6% (22)
Over 4 years - less than 5 years	4.8% (11)
Over 5 years	4.8% (11)

² The “over 2 years” response probably represents the part-time trainee.

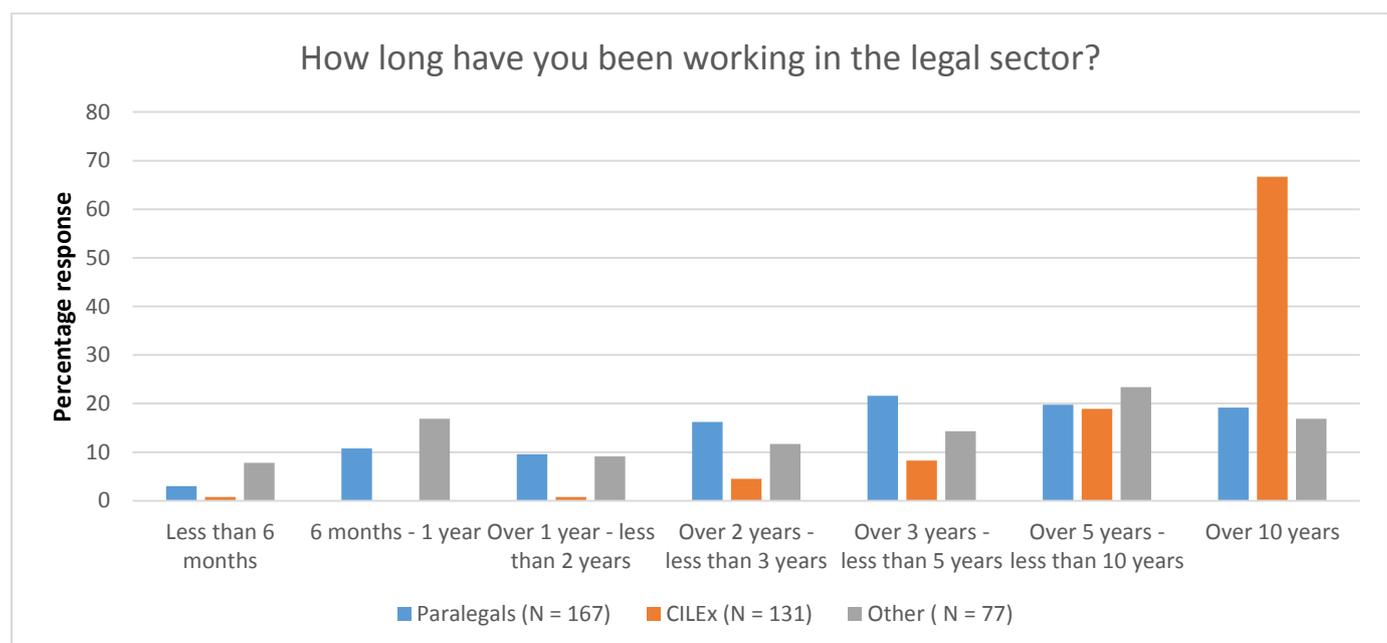
2.7: Membership grades of legal executive respondents

Note also that some junior CILEx members completed the student survey.



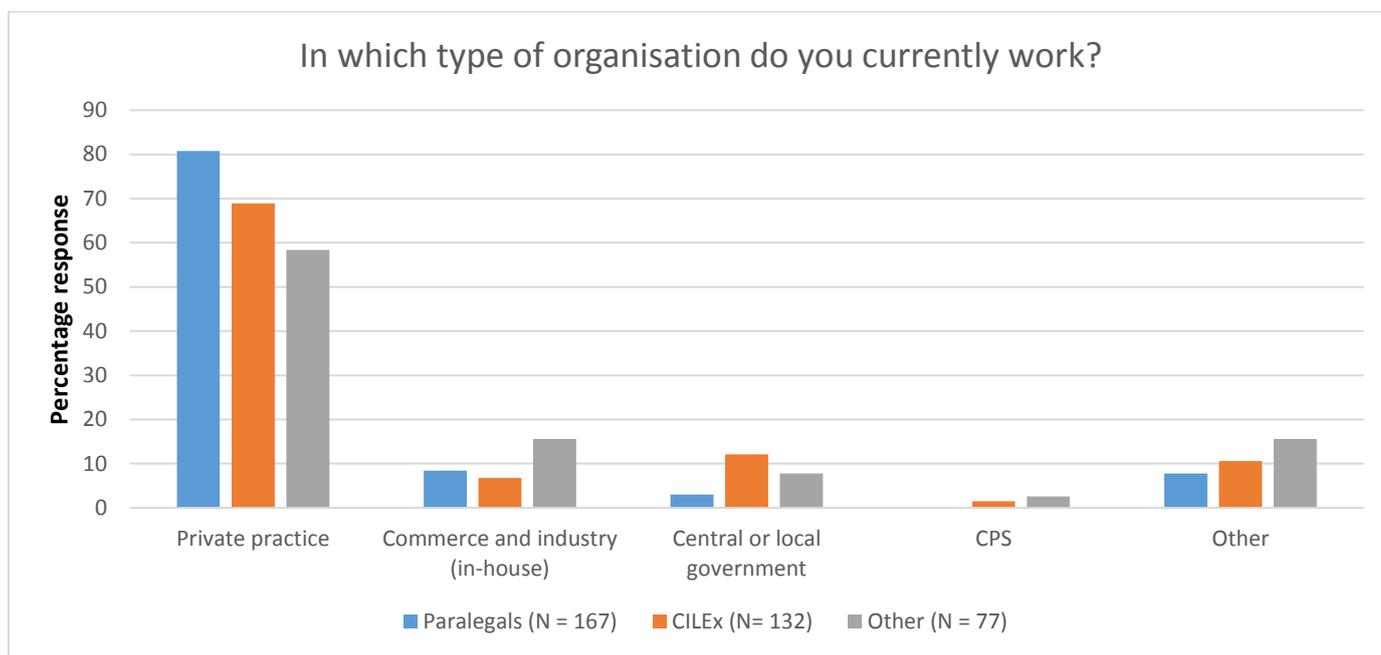
CILEx (N = 130)	
Student member	0.8% (1)
Affiliate member	2.3% (3)
Associate member	11.5% (15)
Graduate member	20.0% (26)
Fellow	65.4% (85)

2.8: Length of time paralegals, legal executives and others have been working in the legal sector



	Paralegals (N = 167)	Legal Executives (N = 132)	Other (N = 77)
Less than 6 months	3.0% (5)	0.8% (1)	7.8% (6)
6 months – 1 year	10.8% (18)	0	16.9% (13)
Over 1 year – less than 2 years	9.6% (16)	0.8% (1)	9.1% (7)
Over 2 years – less than 3 years	16.2% (27)	4.5% (6)	11.7% (9)
Over 3 years – less than 5 years	21.6% (36)	8.3% (11)	14.3% (11)
Over 5 years – less than 10 years	19.8% (33)	18.9% (25)	23.4% (18)
Over 10 years	19.2% (32)	66.7% (88)	16.9% (13)

2.9: Employers of paralegals, legal executives and others



	Paralegals (N = 167)	Legal Executives (N = 132)	Other (N = 77)
Private practice	80.8% (135)	68.9% (91)	58.4% (45)
Commerce and industry (in house)	8.4% (14)	6.8% (9)	15.6% (12)
Central or local government	3% (5)	12.1% (16)	7.8% (6)
Crown Prosecution Service	0	1.5% (2)	2.6% (2)
Other	7.8% (13)	10.6% (14)	15.6% (12)

For respondents in private practice, a further breakdown by size of firm provides:

	Paralegals (N = 131)	Legal Executives (N = 90)	Other (N = 45)
1 (sole practitioner)	3.1% (4)	6.7% (6)	13.3% (6)
2-4 partners	26.7% (35)	25.6% (23)	20.0% (9)
5 – 10 partners	13.7% (18)	24.4% (22)	13.3% (6)
11- 25 partners	10.7% (14)	13.3% (12)	13.3% (6)
26-80 partners	27.5% (36)	12.2% (11)	13.3% (6)
81+ partners	15.3% (20)	11.1% (10)	13.3% (6)

Do not know	3.1% (4)	6.7% (6)	13.3% (6)
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2.10: Samples for follow-up interviews

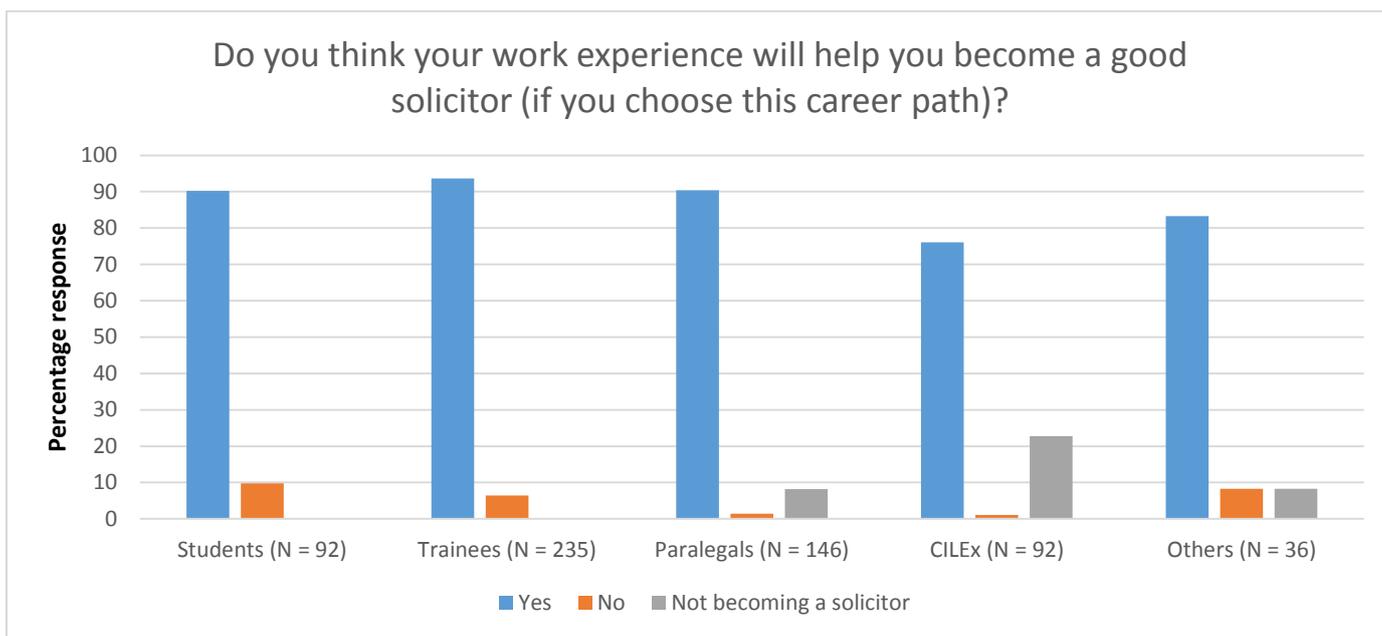
Group	Sub Group	No of desired interviews	Number of volunteers in category	Interviews completed (interviewee's self-identification)
Students	Student law clinic at university	1	16	1
	Placement on a sandwich course	1	1	1
	Vacation/summer legal placement	1	17	1
	Volunteering at a Law Centre (outside university)	1	7	0
	Other unpaid internship	1	12	0
	Citizens Advice Bureau	1	8	0
	Other not for profit	1	6	0
Paralegals/others		5	125	7
Legal executives		3	76	7
Trainee Solicitors		5	92	5 (yr 1); 1 (yr 2)
Total		20	360	23

2.11: Interviewees' range of work experience

	Students (primary self-identification)	Trainees (primary self-identification)	CILEx (primary self-identification)	Paralegal/other (primary self-identification)	Total number of experiences
Student law clinic at university	1	1	2	1	5
Placement on a sandwich course	2 ³				2
Vacation/summer legal placement	1	5	2	2	9
Volunteering at a Law Centre (outside university)	1		2	1	4
Other unpaid internship		1		2	3
Citizens Advice Bureau		2	2		4
Other not for profit			1		1
Working as a paralegal		3	2	6	11
Working as a legal executive			7		7
Training contract		6			6
Other	1	1	1	1	4

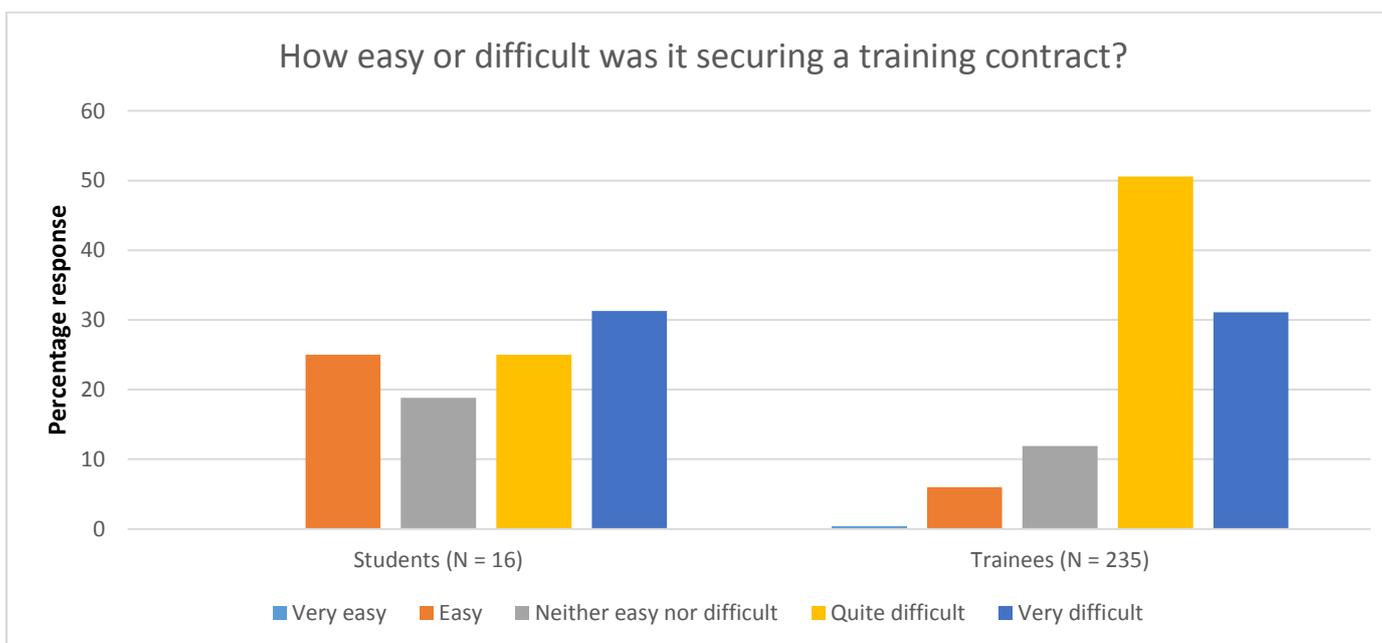
³ One was a study abroad year.

2.12: Perceptions of the value of work experience towards “becoming a good solicitor” (all respondents)



	Yes	No	Not thinking of becoming a solicitor
Students (N = 92)	90.2% (83)	9.8% (9)	
Trainees (N = 235)	93.6% (220)	6.4% (15)	
Paralegals (N = 146)	90.4% (134)	1.4% (2)	8.2% (12)
Legal Executives (N = 92)	76.1% (70)	1.1% (1)	22.8% (21)
Others (N = 36)	83.3% (30)	8.3% (3)	8.3% (3)

2.13: Ease of obtaining a training contract



	Very easy	Easy	Neither easy nor difficult	Quite difficult	Very difficult
Students (N = 16)	0	25% (4)	18.8% (3)	25% (4)	31.3% (5)

Trainees (N = 235)	0.4% (1)	6% (14)	11.9% (28)	50.6% (119)	31.1% (73)
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2.14: Competences covered in work experience (all respondents with work experience)

The highest response (“yes” or “no”) is highlighted.

What types of work/tasks do you do or have done in your work experience? (N = 601)	Yes	No
Dealing with ethical and professional conduct issues	59.7%	40.3%
Applying knowledge of the law to facts	85.7%	14.3%
Undertaking written or spoken advocacy in court, mediation, arbitration	25.4%	74.6%
Undertaking written or spoken advocacy elsewhere (eg in client presentations)	32.2%	67.8%
Undertaking negotiation	37.0%	63.0%
Taking responsibility for my own learning, lack of knowledge and mistakes	77.8%	22.2%
Understanding when I need help and taking steps to obtain it	82.6%	17.4%
Taking responsibility for managing/progressing a case or transaction	59.4%	40.6%
Communicating clearly orally and in writing	86.4%	13.6%
Working in a direct relationship with clients (including in in-house practice, an internal client) including establishing the relationship, reporting on progress etc	57.2%	42.8%
Working in a team with others in your organisation	82.0%	18.0%
Taking responsibility for managing your own workload and deadlines	73.1%	26.9%
Keeping and using business records and systems within my organisation	65.6%	34.4%
Analysing problems	86.5%	13.5%
Understanding the commercial, organisational and financial context in which I work (e.g. use budgets, participate in marketing activities)	55.2%	44.8%
Obtaining facts through questioning and listening	79.5%	20.5%
Obtaining facts through analysing documents	84.5%	15.5%
Carrying out legal research	81.9%	18.1%
Advising on options, strategies and solutions directly to a client	55.0%	45.0%
Advising on options, strategies and solutions via a supervisor	63.1%	36.9%
Drafting documents	74.3%	25.7%

2.15: Changes in confidence reported by those with student law clinic experience (current students only)

The strongest starting and finishing response (see report, section 8.2) is highlighted for each competence.

Student law clinic (N = 27)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Dealing with ethical and professional conduct issues	22.2%	16.7%	44.4%	16.7%	38.9%	44.4%	11.1%	5.6%
Applying knowledge of the law to facts	18.2%	27.3%	36.4%	18.2%	50.0%	45.5%	4.5%	0.0%
Undertaking written or spoken advocacy in court/mediation/arbitration	16.7%	16.7%	16.7%	50.0%	50.0%	33.3%	16.7%	0.0%
Undertaking written or spoken advocacy elsewhere	12.5%	0.0%	62.5%	25.0%	62.5%	25.0%	12.5%	0.0%
Undertaking negotiation	20.0%	20.0%	20.0%	40.0%	33.3%	33.3%	33.3%	0.0%
Taking responsibility for my own learning, lack of knowledge and mistakes	22.7%	50.0%	27.3%	0.0%	59.1%	40.9%	0.0%	0.0%
Understanding when I need help and taking steps to obtain it	35.0%	35.0%	25.0%	5.0%	65.0%	35.0%	0.0%	0.0%
Taking responsibility for managing/progressing a case or transaction	20.0%	20.0%	26.7%	33.3%	53.3%	13.3%	26.7%	6.7%
Communicating clearly orally and in writing	22.7%	22.7%	45.5%	9.1%	54.5%	45.5%	0.0%	0.0%
Working in a direct relationship with clients	13.3%	33.3%	46.7%	6.7%	53.3%	20.0%	26.7%	0.0%
Working in a team with others in your organisation	47.4%	31.6%	21.1%	0.0%	52.6%	47.4%	0.0%	0.0%
Taking responsibility for managing your own workload and deadlines	33.3%	47.6%	19.0%	0.0%	66.7%	28.6%	4.8%	0.0%
Keeping and using business records and systems within my organisation	23.1%	30.8%	30.8%	15.4%	53.8%	30.8%	7.7%	7.7%
Analysing problems	30.0%	25.0%	30.0%	15.0%	57.9%	31.6%	10.5%	0.0%
Understanding the commercial, organisational and financial context in which I work	33.3%	16.7%	16.7%	33.3%	66.7%	0.0%	16.7%	16.7%
Obtaining facts through questioning and listening	22.7%	31.8%	36.4%	9.1%	68.2%	27.3%	4.5%	0.0%
Obtaining facts through analysing documents	13.6%	50.0%	31.8%	4.5%	59.1%	31.8%	9.1%	0.0%
Carrying out legal research	30.0%	15.0%	40.0%	15.0%	60.0%	30.0%	10.0%	0.0%
Advising on options, strategies and solutions directly to a client	10.5%	26.3%	26.3%	36.8%	47.4%	42.1%	10.5%	0.0%
Advising on options, strategies and solutions via a supervisor	15.0%	25.0%	35.0%	25.0%	55.0%	35.0%	5.0%	5.0%

Student law clinic (N = 27)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Drafting documents	7.1%	35.7%	28.6%	28.6%	64.3%	28.6%	7.1%	0.0%

2.16: Changes in confidence reported by those with sandwich placement experience (current students only)

Sandwich placement (N = 5)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Dealing with ethical and professional conduct issues	0.0%	0.0%	33.3%	66.7%	33.3%	33.3%	33.3%	0.0%
Applying knowledge of the law to facts	0.0%	25.0%	50.0%	25.0%	50.0%	50.0%	0.0%	0.0%
Undertaking written or spoken advocacy in court/mediation/arbitration	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	100.0%	0.0%
Undertaking written or spoken advocacy elsewhere	0.0%	33.3%	0.0%	66.7%	66.7%	0.0%	33.3%	0.0%
Undertaking negotiation	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	33.3%	66.7%
Taking responsibility for my own learning, lack of knowledge and mistakes	0.0%	50.0%	50.0%	0.0%	25.0%	75.0%	0.0%	0.0%
Understanding when I need help and taking steps to obtain it	0.0%	50.0%	0.0%	50.0%	50.0%	50.0%	0.0%	0.0%
Taking responsibility for managing/progressing a case or transaction	0.0%	50.0%	0.0%	50.0%	50.0%	0.0%	25.0%	25.0%
Communicating clearly orally and in writing	25.0%	25.0%	0.0%	50.0%	50.0%	25.0%	0.0%	25.0%
Working in a direct relationship with clients	0.0%	0.0%	33.3%	66.7%	33.3%	66.7%	0.0%	0.0%
Working in a team with others in your organisation	25.0%	50.0%	25.0%	0.0%	50.0%	50.0%	0.0%	0.0%
Taking responsibility for managing your own workload and deadlines	0.0%	75.0%	25.0%	0.0%	50.0%	50.0%	0.0%	0.0%
Keeping and using business records and systems within my organisation	0.0%	25.0%	0.0%	75.0%	25.0%	75.0%	0.0%	0.0%
Analysing problems	0.0%	25.0%	75.0%	0.0%	50.0%	50.0%	0.0%	0.0%
Understanding the commercial, organisational and financial context in which I work	0.0%	0.0%	0.0%	100.0%	0.0%	25.0%	25.0%	50.0%
Obtaining facts through questioning and listening	0.0%	25.0%	75.0%	0.0%	50.0%	50.0%	0.0%	0.0%
Obtaining facts through analysing documents	0.0%	25.0%	50.0%	25.0%	75.0%	0.0%	0.0%	25.0%

Sandwich placement (N = 5)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Carrying out legal research	0.0%	25.0%	50.0%	25.0%	50.0%	50.0%	0.0%	0.0%
Advising on options, strategies and solutions directly to a client	0.0%	0.0%	50.0%	50.0%	25.0%	25.0%	50.0%	0.0%
Advising on options, strategies and solutions via a supervisor	0.0%	25.0%	25.0%	50.0%	50.0%	25.0%	25.0%	0.0%
Drafting documents	0.0%	25.0%	50.0%	25.0%	25.0%	50.0%	25.0%	0.0%

2.17: Changes in confidence reported as a result of the training contract (trainees)

It should be noted that all trainees can be expected to have an LPC and that almost half had paralegal experience.

Training contract (N = 235)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Dealing with ethical and professional conduct issues	3.3%	20.5%	55.2%	21.0%	22.8%	53.9%	22.3%	1.0%
Applying knowledge of the law to facts	4.3%	32.8%	54.3%	8.6%	33.2%	60.7%	6.1%	0.0%
Undertaking written or spoken advocacy in court/mediation/arbitration	0.0%	8.7%	27.2%	64.2%	1.8%	34.3%	45.6%	18.3%
Undertaking written or spoken advocacy elsewhere	2.8%	14.7%	50.8%	31.6%	13.4%	42.4%	34.3%	9.9%
Undertaking negotiation	2.6%	13.1%	41.4%	42.9%	8.0%	41.7%	39.6%	10.7%
Taking responsibility for my own learning, lack of knowledge and mistakes	11.5%	45.8%	35.2%	7.5%	38.9%	50.0%	11.1%	0.0%
Understanding when I need help and taking steps to obtain it	15.4%	48.0%	27.8%	8.8%	47.8%	47.8%	4.0%	0.4%
Taking responsibility for managing/progressing a case or transaction	7.7%	19.5%	40.7%	32.1%	28.3%	52.5%	18.3%	0.9%
Communicating clearly orally and in writing	11.8%	46.5%	36.8%	4.8%	38.3%	52.9%	8.8%	0.0%
Working in a direct relationship with clients	6.7%	29.5%	40.0%	23.8%	33.2%	52.9%	12.5%	1.4%
Working in a team with others in your organisation	20.3%	52.9%	23.3%	3.5%	61.3%	34.2%	4.4%	0.0%
Taking responsibility for managing your own workload and deadlines	16.3%	40.5%	36.6%	6.6%	50.0%	44.7%	5.3%	0.0%
Keeping and using business records and systems within my organisation	8.6%	29.9%	36.7%	24.9%	36.1%	51.6%	11.9%	0.5%
Analysing problems	7.8%	33.9%	53.9%	4.3%	31.7%	58.1%	10.1%	0.0%

Training contract (N = 235)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Understanding the commercial, organisational and financial context in which I work	1.9%	19.5%	44.2%	34.4%	17.4%	55.9%	23.9%	2.8%
Obtaining facts through questioning and listening	9.4%	34.8%	45.1%	10.7%	29.4%	57.5%	12.2%	0.9%
Obtaining facts through analysing documents	15.3%	37.6%	42.4%	4.8%	41.3%	54.7%	3.6%	0.4%
Carrying out legal research	13.0%	37.8%	37.8%	11.3%	41.6%	50.9%	7.1%	0.4%
Advising on options, strategies and solutions directly to a client	2.9%	11.5%	39.2%	46.4%	12.3%	49.8%	34.5%	3.4%
Advising on options, strategies and solutions via a supervisor	4.4%	27.0%	46.5%	22.1%	29.3%	54.5%	15.3%	0.9%
Drafting documents	3.5%	25.8%	46.3%	24.5%	26.7%	56.0%	16.9%	0.4%

2.18: Changes in confidence reported from all kinds of work experience (all respondents with work experience)

All work experience (N = 601)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Dealing with ethical and professional conduct issues	8.7%	20.9%	42.2%	28.3%	34.6%	44.1%	18.6%	2.8%
Applying knowledge of the law to facts	7.1%	24.7%	42.9%	25.3%	30.3%	48.6%	17.7%	3.4%
Undertaking written or spoken advocacy in court/mediation/arbitration	4.5%	13.1%	24.9%	57.4%	15.3%	33.7%	33.4%	17.6%
Undertaking written or spoken advocacy elsewhere	9.5%	18.0%	36.4%	36.1%	31.8%	36.8%	22.1%	9.3%
Undertaking negotiation	12.5%	21.0%	34.9%	31.7%	35.0%	38.1%	20.0%	6.9%
Taking responsibility for my own learning, lack of knowledge and mistakes	17.0%	38.5%	34.4%	10.1%	46.9%	42.8%	9.6%	0.7%
Understanding when I need help and taking steps to obtain it	15.0%	35.4%	32.7%	16.8%	46.3%	43.7%	8.8%	1.2%
Taking responsibility for managing/progressing a case or transaction	14.3%	25.4%	34.3%	26.1%	42.9%	40.9%	13.3%	3.0%
Communicating clearly orally and in writing	14.2%	33.4%	38.7%	13.6%	44.4%	44.8%	10.0%	0.9%
Working in a direct relationship with clients	14.4%	28.4%	35.9%	21.3%	44.3%	42.0%	10.7%	2.9%
Working in a team with others in your organisation	18.2%	39.8%	30.9%	11.1%	53.0%	39.7%	6.2%	1.1%

All work experience (N = 601)	Confidence when you started				Confidence now			
	Very confident	Confident	Somewhat confident	Not confident at all	Very confident	Confident	Somewhat confident	Not confident at all
Taking responsibility for managing your own workload and deadlines	16.1%	34.8%	34.6%	14.6%	49.2%	41.8%	7.3%	1.6%
Keeping and using business records and systems within my organisation	11.2%	29.3%	36.3%	23.2%	42.1%	43.7%	11.9%	2.3%
Analysing problems	9.0%	27.8%	43.8%	19.4%	32.4%	49.9%	16.1%	1.6%
Understanding the commercial, organisational and financial context in which I work	9.3%	24.0%	37.8%	28.9%	36.0%	42.3%	17.3%	4.4%
Obtaining facts through questioning and listening	11.3%	30.5%	40.3%	17.9%	40.3%	45.7%	12.6%	1.4%
Obtaining facts through analysing documents	11.6%	32.2%	41.0%	15.2%	40.2%	46.8%	11.9%	1.0%
Carrying out legal research	10.4%	27.6%	38.0%	23.9%	39.1%	42.5%	16.9%	1.5%
Advising on options, strategies and solutions directly to a client	6.7%	19.0%	34.6%	39.7%	29.5%	43.2%	22.4%	5.0%
Advising on options, strategies and solutions via a supervisor	7.1%	24.6%	41.3%	27.1%	34.3%	47.4%	15.7%	2.6%
Drafting documents	5.2%	20.4%	38.6%	35.8%	25.9%	45.8%	22.3%	6.0%

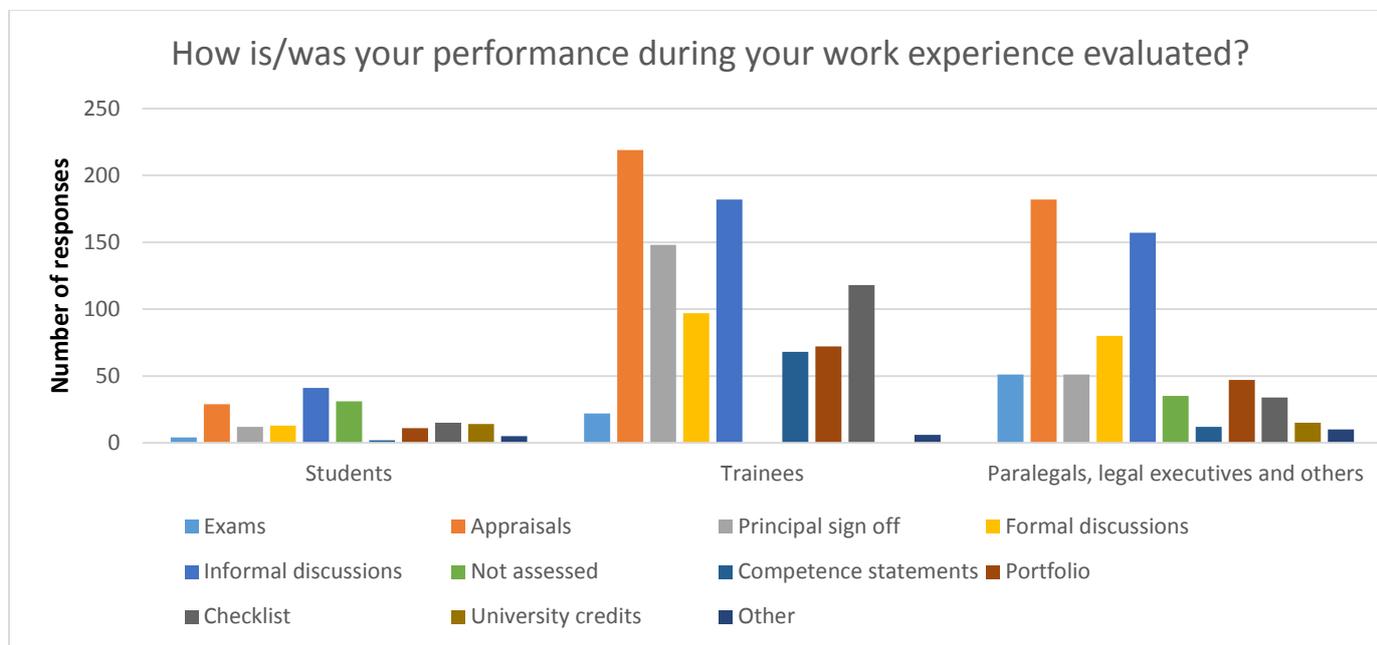
2.19: Estimates of the time needed to become competent (all respondents with work experience)

How long do you think it might take/took to achieve basic competence in this? (N = 601)	Less than 1 week	Less than 1 month	Less than 6 months	6 months to 1 year	Around 2 years	Around 3 years	Around 4 years	5 years or more	Total suggesting 2 years or more
Dealing with ethical and professional conduct issues	9.1%	14.5%	27.5%	32.6%	12.1%	2.3%	1.2%	0.5%	16.1%
Applying knowledge of the law to facts	6.3%	10.5%	27.0%	34.6%	15.6%	3.4%	1.1%	1.6%	21.7%
Undertaking written or spoken advocacy in court/arbitration/mediation	4.3%	3.9%	12.9%	31.8%	25.3%	9.6%	3.9%	8.4%	47.2%
Undertaking written or spoken advocacy elsewhere (eg in client presentations)	3.8%	4.9%	18.1%	35.5%	23.4%	6.8%	3.3%	4.0%	37.5%
Undertaking negotiation	4.3%	5.7%	15.0%	38.2%	21.5%	7.9%	2.2%	5.2%	36.8%
Taking responsibility for my own learning, lack of knowledge and mistakes	13.9%	17.9%	27.3%	25.0%	10.9%	2.7%	0.8%	1.5%	15.9%
Understanding when I need help and taking steps to obtain it	19.5%	21.9%	25.4%	22.2%	8.1%	1.2%	0.7%	1.0%	11.0%
Taking responsibility for managing/progressing a case or transaction	5.7%	10.2%	24.5%	34.7%	18.1%	4.5%	0.8%	1.4%	24.8%

How long do you think it might take/took to achieve basic competence in this? (N = 601)	Less than 1 week	Less than 1 month	Less than 6 months	6 months to 1 year	Around 2 years	Around 3 years	Around 4 years	5 years or more	Total suggesting 2 years or more
Communicating clearly orally and in writing	9.6%	15.8%	29.0%	28.0%	12.5%	2.8%	0.9%	1.5%	17.7%
Working in a direct relationship with clients	6.0%	9.3%	28.7%	34.8%	15.1%	3.1%	1.6%	1.4%	21.2%
Working in a team with others in your organisation	17.9%	25.2%	28.0%	21.0%	5.7%	0.9%	0.6%	0.8%	8.0%
Taking responsibility for managing your own workload and deadlines	11.9%	18.6%	28.8%	28.5%	8.7%	2.2%	0.5%	0.8%	12.2%
Keeping and using business records and systems within my organisation	10.5%	21.8%	33.9%	24.9%	6.1%	1.2%	0.6%	0.9%	8.8%
Analysing problems	7.3%	14.0%	27.2%	31.8%	15.1%	2.6%	0.9%	1.2%	19.8%
Understanding the commercial, organisational and financial context in which I work	4.8%	9.3%	24.6%	32.9%	19.1%	4.2%	1.9%	3.2%	28.4%
Obtaining facts through questioning and listening	8.5%	16.9%	27.8%	30.9%	10.7%	3.0%	1.0%	1.1%	15.8%
Obtaining facts through analysing documents	8.9%	16.2%	29.7%	30.4%	11.2%	2.3%	0.6%	0.8%	14.9%
Carrying out legal research	9.4%	16.9%	30.4%	29.5%	10.4%	2.4%	0.1%	0.9%	13.8%
Advising on options, strategies and solutions directly to a client	4.7%	7.4%	18.6%	31.8%	21.8%	9.2%	3.4%	3.1%	37.5%
Advising on options, strategies and solutions via a supervisor	6.2%	11.4%	25.7%	36.2%	16.1%	3.0%	0.5%	0.9%	20.5%
Drafting documents	5.1%	9.3%	25.3%	34.4%	18.5%	4.1%	1.1%	2.2%	25.9%

2.20: Evaluation and assessment

Individual respondents might have experienced multiple forms of evaluation and assessment, across different kinds of work experience or within the same period. The particularly learning-focused place of the trainee is emphasised by these data.



	Students	Trainees	Paralegals, legal executives and others
Exams	4.3% (4)	9.4% (22)	18.6% (51)
Appraisal	3.15% (29)	93.2% (219)	60.4% (182)
Principal sign off	13.0% (12)	63.0% (148)	18.6% (51)
Formal discussion	14.1% (13)	41.3% (97)	29.2% (80)
Informal discussions	44.6% (41)	77.4% (182)	57.3% (157)
Not assessed	33.7% (31)	0	12.8% (35)
Competence statements	2.2% (2)	28.9% (68)	4.4% (12)
Portfolio	12.0% (11)	30.6% (72)	17.2% (47)
Checklist	16.3% (15)	50.2% (118)	12.4% (34)
University credits	15.2% (14)	0	5.5% (15)
CILEx	0	0	39.1% (107)
I of Paralegals	0	0	4.4% (12)
Other	5.4% (5)	2.6% (6)	3.6% (10)

3 Data collection material

3.1 Survey questions

Work experience

Help us make sure training requirements are right for the solicitors of tomorrow

Who this research is for

This research is for the Solicitors Regulation Authority (SRA). We are responsible for overseeing all education and training requirements to practise as a solicitor.

What this research is for

In order to become a solicitor, currently, all graduate entrants must pass the Legal Practice Course (LPC), undertake a two year period of recognised training (PRT), commonly a training contract and undertake a Professional Skills Course to complete their vocational stage of training.

We are interested in finding out more about how different forms of work based learning and experience help to develop the solicitors of tomorrow.

Who is taking part in the research

We want to know about people's experiences across lots of different types of work experience. So we are interested in hearing from a range of people, including trainees, paralegals, law students and legal executives.

What we will use the results for

In December we consulted on the Solicitors Qualifying Exam (SQE), a proposal for a new standardised system for assessing trainees. As part of that work we said we needed to look carefully at work-based learning. And a clear theme from our consultation responses was how much people value the period of recognised training.

We recognise the value that a defined period of recognised training would add to the SQE. We are still developing our thinking, and we want to make sure that our approach to requirements in this area is based on solid evidence.

This research will help us do that, and build on the valuable contribution work-based learning already provides trainee solicitors. It will help us find out more about how work-based learning works, what is important, what people get out of it, what works well and what doesn't.

We will then consult on our approach in this area later this year.

Filling in the survey: keeping your identity confidential

This survey is **anonymous** and should take no more than 20 minutes to complete.

You may withdraw from the survey at any point prior to pressing the "submit" button at the end. Pressing the submit button will be taken as your consent to providing your information to the SRA and (if necessary) as confirmation that you are over 18. The information you provide will be analysed and used in the creation of a report for the SRA which will be used to inform policy on this issue. The report may include anonymised quotations from the survey. It will not be possible to identify you in the report.

The results of the survey and any contact details you provide will be kept securely and confidentially by the SRA.

As a 'thank you' for taking part, **we will enter everyone who completes the questionnaire in a prize draw for £100 in high street shopping vouchers.** To take part in the draw, please provide your email address when prompted.

Option for follow-up interviews

At the end of the survey you will be asked if you are willing to participate in a follow-up interview. If you are, you may be contacted by an independent academic researcher from Nottingham Law School, working with the SRA, to arrange a telephone interview.

Queries

If you have any queries about how to complete the questionnaire or about the survey in general, please call the SRA Research Team on 0121 329 6054 or by email on sraresearch@sra.org.uk.

We value your views and thank you for your assistance.

The survey closes on **6 June 2016**.

1) Which of the following *best* describes your current status?*

- I am a law student (undergraduate)
 - I am a law student (postgraduate)
 - I am a trainee solicitor (first year of training contract)
 - I am a trainee solicitor (second year of training contract)
 - I am a paralegal
 - I am a legal executive
 - I work in another position in the legal sector
 - I am a solicitor
-

STUDENT SURVEY

Section 1 – Your career aspirations

2) Which of the following best describes your current student status?*

- First year undergraduate law student
 - Second year undergraduate law student
 - Third year undergraduate law student
 - Fourth year undergraduate law student
 - Sandwich degree student currently on placement year
 - Post graduate law student - studying LPC
 - Post graduate law student - studying GDL/CPE
 - Post graduate law student - studying LLM
 - Other, please state:
-

3) At what institution are you currently studying?

Please state

4) Are you studying full time or part time?*

- Full time
- Part time

5) Are you considering becoming a solicitor? *

- Yes
- No

6) If you seriously considered becoming a solicitor, but have since changed your mind, what were the main factors that deterred you?

Please choose up to three factors

- No longer interested in law
 - Demanding level of current study
 - High level of commitment as a solicitor
 - Financial cost of completing solicitors training
 - Difficult to secure a training contract
 - Low trainee solicitor starting salary
 - Unlikely to secure a job as a solicitor
 - Security of employment as a solicitor
 - Poor image of solicitor's profession
 - Worried about discrimination within the solicitors profession
 - Work-life balance as a solicitor
 - Would prefer to qualify in a different legal profession (e.g. barrister, trade mark attorney, CILEx)
 - Other, please state:
-

7) Upon qualification, in which type of organisation would you prefer to work?

- Private practice
 - Commerce and industry (in house)
 - Central or local Government
 - Crown Prosecution Service
 - Other, please state:
-

8) In which region would you like to work?*

- North East
- North West
- Yorkshire and Humberside
- East Midlands
- West Midlands
- South West
- East of England

- Central London
 - Rest of Greater London
 - South East
 - Wales
 - Overseas
-

Section 2 – Your career

9) Have you secured a training contract?*

- Yes
- No

10) How easy or difficult was it securing a training contract?*

- Very easy
- Easy
- Neither easy or difficult
- Quite difficult
- Very difficult

Please state reasons for your answer:

11) What were the three key factors you feel helped you to secure a training contract? *

Please choose up to three factors

- Good academic results
- Personal or family contact with this organisation
- Worked as a paralegal for this organisation
- Worked as an unpaid intern for this organisation
- Worked as a legal executive for this organisation
- Did a vacation placement with this organisation

- Worked as a paralegal in another organisation
 - Worked as a legal executive in another organisation
 - Worked as an unpaid intern in another organisation
 - Worked in another position within the legal sector
 - Worked in another industry
 - Will be unpaid
 - Other, please state:
-
-

Section 3 – Your work experience

12) Have you ever undertaken any of the following work experience?*

Please select all that apply

- Student law clinic at university
 - Placement on a sandwich course
 - Vacation/summer legal placement
 - Volunteering at a Law Centre (outside university)
 - Other unpaid internship
 - Citizens Advice Bureau
 - Other not for profit, please state: :
-

- Working as a paralegal
 - Working as legal executive
 - Other, please state:
-

- None of the above

13) Are/were you paid for your placement/work? *

Please state which ones were paid or unpaid. Please state all that apply.

- Paid, please state:
-

[] Unpaid, please state:

14) How long did you work at the above placements?*

If multiple placements, please provide a total combined time.

- () Less than 1 month
 - () Less than 6 months
 - () 6 months to 1 year
 - () Over 1 year - less than 2 years
 - () Over 2 years - less than 3 years
 - () Over 3 years - less than 4 years
 - () Over 4 years - less than 5 years
 - () Over 5 years
-

Please think about your work experience of this type: [("*piped title*")]

Which areas of law did you work in and how much time did you spend in each area?*

Please provide an estimate of the percentage of your time spent in each area. Your estimates must add up to 100%.

- _____ Arbitration and alternative dispute resolution
- _____ Bankruptcy/insolvency
- _____ Children
- _____ Civil litigation
- _____ Commercial/corporate work for listed companies
- _____ Commercial/corporate work for non-listed companies and others
- _____ Commercial litigation
- _____ Consumer
- _____ Criminal
- _____ Debt collection

- _____ Discrimination/civil liberties/human rights
- _____ Employment
- _____ Family/matrimonial
- _____ Financial advice and services (regulated by the SRA)
- _____ Financial advice and services (regulated by the FCA)
- _____ Intellectual property
- _____ Landlord and tenant (commercial and domestic)
- _____ Litigation - other
- _____ Mental health
- _____ Immigration
- _____ Non-litigation - other
- _____ Personal injury
- _____ Planning
- _____ Probate and estate administration
- _____ Property - commercial
- _____ Property - residential
- _____ Social welfare
- _____ Wills, trusts and tax planning
- _____ Other

Please think about your work experience of this type: [("*piped title*")]

What types of work/tasks do you do or have you done?*

These could be things you might do sometimes and things that might be present throughout your work. How confident did you feel about these skills and how long do you think it might take/took to achieve basic competence in each skill?

	Activity undertaken?		How confident did you feel about your competence in this when you <i>started</i> this work experience?				How confident do you feel about your competence in this <i>currently</i> at this stage in your work experience?				How long do you think it might take/took to achieve basic competence in this?							
	Yes*	No*	Very confident*	Confident*	Somewhat confident*	Not confident at all*	Very confident*	Confident*	Somewhat confident*	Not confident at all*	Less than 1 week*	Less than 1 month*	Less than 6 months*	6 months to 1 year*	Around 2 years*	Around 3 years*	Around 4 years*	5 years or more*
Dealing with ethical and professional conduct issues	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Applying knowledge of the law to facts	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Analysing problems	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you <i>started</i> this work experience?				How confident do you feel about your competence in this <i>currently</i> at this stage in your work experience?				How long do you think it might take/took to achieve basic competence in this?							
	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Obtaining facts through questioning and listening	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Obtaining facts through analysing documents	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Carrying out legal research	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Advising on options, strategies and solutions directly to a client	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you <i>started</i> this work experience?				How confident do you feel about your competence in this <i>currently</i> at this stage in your work experience?				How long do you think it might take/took to achieve basic competence in this?							
	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Advising on options, strategies and solutions via a supervisor	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Drafting documents	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Undertaking written or spoken advocacy in court/arbitration/mediation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Undertaking written or spoken advocacy elsewhere (eg in	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you <i>started</i> this work experience?				How confident do you feel about your competence in this <i>currently</i> at this stage in your work experience?				How long do you think it might take/took to achieve basic competence in this?							
client presentations)																		
Undertaking negotiation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Taking responsibility for my own learning, lack of knowledge and mistakes	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Understanding when I need help and taking steps to obtain it	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you <i>started</i> this work experience?				How confident do you feel about your competence in this <i>currently</i> at this stage in your work experience?				How long do you think it might take/took to achieve basic competence in this?							
	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Taking responsibility for managing/progressing a case or transaction	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Communicating clearly orally and in writing	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Working in a direct relationship with clients (including in in-house practice, an internal client) including establishing the	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you <i>started</i> this work experience?				How confident do you feel about your competence in this <i>currently</i> at this stage in your work experience?				How long do you think it might take/took to achieve basic competence in this?							
relationship , reporting on progress etc																		
Working in a team with others in your organisation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Taking responsibility for managing your own workload and deadlines	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Keeping and using business records and	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you <i>started</i> this work experience?				How confident do you feel about your competence in this <i>currently</i> at this stage in your work experience?				How long do you think it might take/took to achieve basic competence in this?							
systems within my organisation																		
Understanding the commercial, organisational and financial context in which I work (e.g. use budgets, participate in marketing activities)	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

15) How is/was your performance during your work experience evaluated?*

- Formal assessments such as examinations
 - Appraisals
 - Training Principal signed off paperwork
 - Regular formal discussions/meetings
 - Regular informal discussions/meetings
 - I was not/will not be assessed
 - Against competence statements for the end of each seat/year or the end of the whole training contract
 - Using a portfolio of evidence or other record of the quality of my work
 - Using a checklist recording the tasks I have done
 - I was assessed by my university because the clinic or placement attracts credits
 - Other, please state:
-

Please think about your work experience of this type: [("*piped title*")]

What were/are the benefits and disadvantages you think will help/not help develop competence as a solicitor?

Please list your top 3 benefits and top 3 disadvantages

	Benefits	Disadvantages
1	_____ _____	_____ _____
2	_____ _____	_____ _____
3	_____ _____	_____ _____

16) Do you think your work experience could be improved? How?*

- No improvement is required
 - More frequent direct client contact
 - Better supervision
 - Exposure to a wider variety of work
 - Exposure to more challenging work
 - Fewer mundane tasks
 - More opportunities to meet the overall required competences
 - Other, please state:
-

17) Do you think your work experience will help you become a good solicitor (if you choose this career path)? *

- Yes
- No

Please state reasons:

18) Do you have any additional comments on work experience?

TRAINEE SURVEY

Section 2 – Your training contract

19) How long have you been working as a trainee solicitor?*

- Less than 6 months
- 6 months - 1 year
- Over 1 year - less than 2 years
- Over 2 years - less than 3 years
- Over 3 years

20) Are you doing your training contract full or part time?*

- Full time
- Part time

21) In which type of organisation do you currently work?*

- Private practice
 - Commerce and industry (in house)
 - Central or local Government
 - Crown Prosecution Service
 - Other, please state:
-

22) Is your organisation an ABS?

- Yes
- No

23) Which of the following classifications best describes the size of your private practice firm in terms of number of partners? *

- 1 (sole practitioner)
- 2-4 partners
- 5-10 partners
- 11-25 partners
- 26-80 partners
- 81+partners
- Do not know

24) Which of the following classifications **best** describes your private practice firm? *

- Sole practice
 - High street practice
 - Medium to large practice
 - Top 100 City Firm
 - Specialist/niche firm
 - Other, please state:
-

25) Which of the following classifications **best** describes your organisation? *

- Accountancy
 - Financial services
 - Private Business
 - Barristers chambers
 - Not for profit sector
 - Other, please state:
-

26) In which region are you working? *

- North East
- North West

- Yorkshire and Humberside
 - East Midlands
 - West Midlands
 - South West
 - East of England
 - Central London
 - Rest of Greater London
 - South East
 - Wales
 - Overseas
-

Section 3 – Your career

27) At what institution did you study ?

Law or equivalent qualifying degree, e.g. CPE or GDL:

Legal Practice Course:

28) How easy or difficult was it to secure a training contract?*

- Very easy
- Easy
- Neither easy or difficult
- Quite difficult
- Very difficult

Please state reasons for your answer:

29) What were the three key factors you feel helped you to secure a training contract?

- Good academic results
 - Personal or family contact with this organisation
 - Worked as a paralegal for this organisation
 - Worked as an unpaid intern for this organisation
 - Worked as a legal executive for this organisation
 - Did a vacation placement with this organisation
 - Worked as a paralegal in another organisation
 - Worked as a legal executive in another organisation
 - Worked as an unpaid intern in another organisation
 - Worked in another position within the legal sector
 - Worked in another industry
 - Will be unpaid
 - Other, please state:
-

Section 4 – Your experience of pre-qualification training

30) Before you secured a training contract, did you ever undertake any of the following work experience?*

- Student law clinic at university
 - Placement on a sandwich course
 - Vacation/summer legal placement
 - Volunteering at a Law Centre (outside university)
 - Other unpaid internship
 - Citizens Advice Bureau
 - Other not for profit, please state::
-

- Working as a paralegal
 - Working as legal executive
 - Other, please state:
-

- None

31) How long did you work at the *above* placements (excluding your training contract)? *

If multiple placements, please provide a total combined time.

- Less than 1 month
- Less than 6 months
- 6 months to 1 year
- Over 1 year - less than 2 years
- Over 2 years - less than 3 years
- Over 3 years - less than 4 years
- Over 4 years - less than 5 years
- Over 5 years

32) Has your training contract taken place (or is it planned to take place) at more than one organisation?*

- Yes
- No

Please think about your work experience of this type: *Training contract, repeat for each ("piped title")*

Which areas of law have you worked in and how much time have you spent in each area? *

Please provide an estimate of the percentage of your time spent in each area. Your estimates must add up to 100%.

_____ Arbitration and alternative dispute resolution

_____ Bankruptcy/insolvency

_____ Children

_____ Civil litigation

_____ Commercial/corporate work for listed companies

_____ Commercial/corporate work for non-listed companies and others

_____ Commercial litigation

- _____ Consumer
- _____ Criminal
- _____ Debt collection
- _____ Discrimination/civil liberties/human rights
- _____ Employment
- _____ Family/matrimonial
- _____ Financial advice and services (regulated by the SRA)
- _____ Financial advice and services (regulated by the FCA)
- _____ Intellectual property
- _____ Landlord and tenant (commercial and domestic)
- _____ Litigation - other
- _____ Mental health
- _____ Immigration
- _____ Non-litigation - other
- _____ Personal injury
- _____ Planning
- _____ Probate and estate administration
- _____ Property - commercial
- _____ Property - residential
- _____ Social welfare
- _____ Wills, trusts and tax planning
- _____ Other

Please think about your work experience of this type: *Training contract, repeat for each ("piped title")*

What types of work/tasks do you do or have you done? *

These could be things you might do sometimes and things that might be present throughout your work. How confident did you feel about these skills and how long do you think it might take/took to achieve basic competence in each skill?

	Activity undertaken?		How confident did you feel about your competence in this when you started this work experience?				How confident do you feel about your competence in this currently at this stage in your work experience?				How long do you think it might take to achieve basic competence in this?							
	Yes*	No*	Very confident*	Confident*	Somewhat confident*	Not confident at all*	Very confident*	Confident*	Somewhat confident*	Not confident at all*	Less than 1 week*	Less than 1 month*	Less than 6 months*	6 months to 1 year*	Around 2 years*	Around 3 years*	Around 4 years*	5 years or more*
Dealing with ethical and professional conduct issues	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Applying knowledge of the law to facts	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Analysing problems	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this work experience?				How confident do you feel about your competence in this currently at this stage in your work experience?				How long do you think it might take to achieve basic competence in this?							
	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Obtaining facts through questioning and listening	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Obtaining facts through analysing documents	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Carrying out legal research	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Advising on options, strategies and solutions directly to a client	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this work experience?				How confident do you feel about your competence in this currently at this stage in your work experience?				How long do you think it might take to achieve basic competence in this?							
	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Advising on options, strategies and solutions via a supervisor	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Drafting documents	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Undertaking written or spoken advocacy in court/arbitration/mediation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Undertaking written or spoken advocacy elsewhere (eg in	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this work experience?				How confident do you feel about your competence in this currently at this stage in your work experience?				How long do you think it might take to achieve basic competence in this?							
client presentations)																		
Undertaking negotiation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Taking responsibility for my own learning, lack of knowledge and mistakes	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Understanding when I need help and taking steps to obtain it	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this work experience?				How confident do you feel about your competence in this currently at this stage in your work experience?				How long do you think it might take to achieve basic competence in this?							
	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Taking responsibility for managing/progressing a case or transaction	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Communicating clearly orally and in writing	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Working in a direct relationship with clients (including in in-house practice, an internal client) including establishing the	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this work experience?				How confident do you feel about your competence in this currently at this stage in your work experience?				How long do you think it might take to achieve basic competence in this?							
relationship, reporting on progress etc																		
Working in a team with others in your organisation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

33) How is your performance during your training contract evaluated?*

- Formal assessments such as examinations
 - Appraisals
 - Training principal signs off paperwork
 - Regular formal discussions/meetings
 - Regular informal discussions/meetings
 - I was not/will not be assessed
 - Against competence statements for the end of each seat/year or the end of the whole training contract
 - Using a portfolio of evidence or other record of the quality of my work
 - Using a checklist recording the tasks I have done.
 - Other, please state::
-

Section 4 – Your work experience (continued)

Please think about your work experience of this type: *Training contract, repeat for each ("piped title")*

What were/are the benefits and disadvantages you think will help/not help develop competence as a solicitor?

Please list your top 3 benefits and top 3 disadvantages

	Benefits	Disadvantages
1	_____ _____	_____ _____
2	_____ _____	_____ _____
3	_____ _____	_____ _____

34) Do you think your overall work experience could be improved? How?*

No improvement is required

More frequent direct client contact

Better supervision

Exposure to a wider variety of work

Exposure to more challenging work

Fewer mundane tasks

More opportunities to meet the overall required competences

Other, please state:

35) *Do you think your work experience will help you become a good solicitor? **

Yes

No

Please state reasons:

36) Do you have any additional comments on work experience?

PARALEGAL, LEGAL EXECUTIVES, OTHERS SURVEY

Section 2 – Your work

37) Do you have a Legal Practice Course (LPC) qualification? *

Yes

No

38) Please enter the name of the institution where you studied the LPC.

39) What level of CILEx membership do you hold?

Student member

Affiliate member

Associate member

Graduate member

Fellow

40) How long have you been working in the legal sector?*

Less than 6 months

6 months - 1 year

Over 1 year - less than 2 years

Over 2 years - less than 3 years

Over 3 years - less than 5 years

Over 5 years - less than 10 years

Over 10 years

41) In which type of organisation do you currently work?*

- Private practice
 - Commerce and industry (in house)
 - Central or local Government
 - Crown Prosecution Service
 - Other, please state:
-

42) Is your organisation an alternative business structure (ABS)?

- Yes
- No

43) Which of the following classifications best describes the size of your private practice firm in terms of number of partners?

- 1 (sole practitioner)
- 2-4 partners
- 5-10 partners
- 11-25 partners
- 26-80 partners
- 81+partners
- Do not know

44) Which of the following classifications best describes your private practice firm?

- Sole practice
 - High street practice
 - Medium to large practice
 - Top 100 City Firm
 - Specialist/niche firm
 - Other, please state:
-

45) Which of the following classifications best describes your organisation?

- Accountancy
 - Financial services
 - Private Business
 - Barristers chambers
 - Not for profit sector
 - Other, please state:
-

46) Are you paid for your work? *

- Paid
- Unpaid

47) In which region are you working?*

- North East
 - North West
 - Yorkshire and Humberside
 - East Midlands
 - West Midlands
 - South West
 - East of England
 - Central London
 - Rest of Greater London
 - South East
 - Wales
 - Overseas
-

Section 3 – Your career aspirations

48) Are you considering becoming a solicitor? *

Yes

No

49) If you seriously considered becoming a solicitor, but have since changed your mind, what were the main factors that deterred you?

No longer interested in law

Demanding level of current study

High level of commitment as a solicitor

Financial cost of completing solicitors training

Difficult to secure a training contract

Low trainee solicitor starting salary

Unlikely to secure a job as a solicitor

Security of employment as a solicitor

Poor image of solicitor's profession

Worried about discrimination within the solicitors profession

Work-life balance as a solicitor

Would prefer to qualify in a different legal profession (e.g. barrister, trade mark attorney, CILEx)

Other, please state:

Section 4 – Your career experience

50) Have you ever undertaken any of the following work experience (including your current role)?*

Training contract

Student law clinic at university

- Placement on a sandwich course
 - Vacation/summer legal placement
 - Volunteering at a Law Centre (outside university)
 - Other unpaid internship
 - Citizens Advice Bureau
 - Other not for profit, please state::
-

- Working as a paralegal
 - Working as legal executive
 - Other, please state::
-

- None

51) How long did you work at the **above** placements?

If multiple placements, please provide a total combined time.

- Less than 1 month
 - Less than 6 months
 - 6 months to 1 year
 - Over 1 year - less than 2 years
 - Over 2 years - less than 3 years
 - Over 3 years - less than 4 years
 - Over 4 years - less than 5 years
 - Over 5 years - less than 10 years
 - Over 10 years
-

Section 4 – Your experience of pre-qualification training (continued)

Please think about your work experience of this type: [("*piped title*")]

Which areas of law did you work in and how much time did you spend in each area?*

Please provide an estimate of the percentage of your time spent in each area. Your estimates must add up to 100%.

- _____ Arbitration and alternative dispute resolution
- _____ Bankruptcy/insolvency
- _____ Children
- _____ Civil litigation
- _____ Commercial/corporate work for listed companies
- _____ Commercial/corporate work for non-listed companies and others
- _____ Commercial litigation
- _____ Consumer
- _____ Criminal
- _____ Debt collection
- _____ Discrimination/civil liberties/human rights
- _____ Employment
- _____ Family/matrimonial
- _____ Financial advice and services (regulated by the SRA)
- _____ Financial advice and services (regulated by the FCA)
- _____ Intellectual property
- _____ Landlord and tenant (commercial and domestic)
- _____ Litigation - other
- _____ Mental health
- _____ Immigration
- _____ Non-litigation - other
- _____ Personal injury
- _____ Planning
- _____ Probate and estate administration
- _____ Property - commercial
- _____ Property - residential
- _____ Social welfare
- _____ Wills, trusts and tax planning

_____Other

Please think about your work experience of this type: [*"piped title"*]

What types of work/tasks do you do or have you done? *

These could be things you might do sometimes and things that might be present throughout your work. How confident did you feel about these skills and how long do you think it might take/took to achieve basic competence in each skill?

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?							
	Yes*	No*	Very confident*	Confident*	Somewhat confident*	Not confident at all*	Very confident*	Confident*	Somewhat confident*	Not confident at all*	Less than 1 week*	Less than 1 month*	Less than 6 months*	6 months to 1 year*	Around 2 years*	Around 3 years*	Around 4 years*	5 years or more*
Dealing with ethical and professional conduct issues	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Applying knowledge of the law to facts	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?							
	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Analysing problems	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Obtaining facts through questioning and listening	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Obtaining facts through analysing documents	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Carrying out legal research	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Advising on options, strategies and solutions	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?							
directly to a client																		
Advising on options, strategies and solutions via a supervisor	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Drafting documents	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Undertaking written or spoken advocacy in court/arbitration/mediation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Undertaking written or spoken	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?							
advocacy elsewhere (eg in client presentations)																		
Undertaking negotiation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Taking responsibility for my own learning, lack of knowledge and mistakes	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Understanding when I need help	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?							
and taking steps to obtain it																		
Taking responsibility for managing/progressing a case or transaction	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Communicating clearly orally and in writing	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Working in a direct relationship with clients (including in in-house practice, an	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?							
internal client) including establishing the relationship, reporting on progress etc																		
Working in a team with others in your organisation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Taking responsibility for managing your own workload	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?								
and deadlines																			
Keeping and using business records and systems within my organisation	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Understanding the commercial, organisational and financial context in which I work (e.g. use budgets,	()	()	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

	Activity undertaken?		How confident did you feel about your competence in this when you started this job/work experience?				How confident do you feel about your competence in this currently at this stage in your job/work experience?				How long do you think it might take to achieve basic competence in this?							
participate in marketing activities)																		

52) How is/was your performance during your work experience evaluated?*

- Formal assessments such as examinations
- Appraisals
- Training principal signed off paperwork
- Regular formal discussions/meetings
- Regular informal discussions/meetings
- I was not/will not be assessed
- Against competence statements for the end of each seat/year or the end of the whole training contract
- Using a portfolio of evidence or other record of the quality of my work
- Using a checklist recording the tasks I have done
- I was assessed by my university because the clinic or placement attracts credits
- I am assessed by CILEx overall (including and not including work based learning)
- I am assessed according to the Institute of Paralegals competences
- Other, please state: _____

Please think about your work experience of this type: [("*piped title*")]

What were/are the benefits and disadvantages you think will help/not help develop competence as a solicitor?

Please list your top 3 benefits and top 3 disadvantages

	Benefits	Disadvantages
1	_____ _____	_____ _____
2	_____ _____	_____ _____
3	_____ _____	_____ _____

53) Do you think your work experience could be improved? How? *

- No improvement is required
- More frequent direct client contact
- Better supervision
- Exposure to a wider variety of work
- Exposure to more challenging work
- Fewer mundane tasks
- More opportunities to meet the overall required competences
- Other, please state: _____

54) Do you think your work experience will help you become a good solicitor (if you choose this career path)?

- Yes
- No
- Not thinking of pursuing a career as a solicitor

Please state reasons:

55) Are there trainee solicitors working in your organisation?*

- Yes
- No

56) Does their role and work experience differ from yours?

- Yes, trainee solicitors' work role differs from mine.
- No, trainee solicitors' work role does not differ from mine.

Please state reasons:

57) Do you have any additional comments on work experience?

ALL

Section 5 – Background information

58) Is your main permanent residence...?

- In the UK
- Within the EU (outside the UK)
- International (outside the EU)
- Prefer not to say

59) If you went to university to study a degree (e.g. BA, BSc course or higher), were you part of the first generation of your family to do so?

- Yes
- No
- Did not attend university
- Prefer not to say
- Do not know

60) Did you mainly attend a state or fee paying school between the ages of 11–18?

- UK state school
- UK Independent/Fee paying school
- School outside the UK
- Prefer not to say

61) Are you..?

- Male
- Female
- Prefer not to say

62) How old are you? (years)

- 18-21
- 22-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61+
- Prefer not to say

63) Which of the following best describes your ethnic group?

- White
- Black or Black British
- Asian or Asian British
- Mixed
- Any other ethnic group
- Prefer not to say

Which of the following best describes your ethnic group?

- British/English/Welsh/Northern Irish/Scottish
- Irish
- Gypsy or Irish Traveller
- Any other white background

Which of the following best describes your ethnic group?

- African
- Caribbean
- Other Black/Caribbean/Black British background

Which of the following best describes your ethnic group?

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background

Which of the following best describes your ethnic group?

- White and Asian
- White and Black African
- White and Black Caribbean
- White and Chinese
- Any other mixed background

Which of the following best describes your ethnic group?

- Arab
- Any other ethnic group

The Equality Act 2010 generally defines a disabled person as someone who has a mental or physical impairment that has a substantial and long term adverse effect on the person's ability to carry out normal day-to-day activities.

64) Do you consider yourself to have a disability according to the definition in the Equality Act?

- Yes
- No
- Prefer not to say

65) Are you a primary carer for a child or children under 18?

- Yes

No

Prefer not to say

66) The SRA would like to do some follow-up interviews on this topic. If you would like to take part, please supply an email address or telephone number and we may contact you.

67) To take part in a prize draw for £100 in high street shopping vouchers, please enter your email address.

To complete your response, please click [Submit](#).

Thank you for participating in this survey.

You have been entered in a prize draw for £100 in high street shopping vouchers.

3.2 Interview information sheet

Solicitors Regulation Authority Pre-Qualification Work Experience Project Information sheet - interviews

Thank you for agreeing to participate in a follow-up interview. As you know, the SRA is interested in finding out more about different forms of pre-qualification work experience, including student clinics, placements, paralegal and trainee work, and how that experience is related to development of the elements of the Statement of Solicitor Competence.⁴

Why have I been invited?

You have been invited because when you completed the SRA's online survey, you agreed in principle to participate in a follow up interview. You have been selected to help the researchers fill in gaps in the information obtained through the survey.

Do I have to take part?

No. You will be contacted by a researcher from Nottingham Law School using the telephone/email details you provided with the survey and asked if you still wish to participate. If you do not, or a suitable appointment cannot be made, then you will not hear from the researcher again. If you change your mind before the interview appointment, or at any stage during the interview, you can withdraw without any adverse consequences (in particular the SRA, your employer or your university will not know that you have withdrawn). Because there are time constraints on the study, it will not be possible to withdraw your information or ask for any part of it not to be used once the interview has taken place.

What will happen to me if I take part?

You will be asked to take part in an interview about aspects of your work experience by an experienced academic researcher who is contracted to the SRA to carry out this part of their investigation. This interview should take no longer than 45-60 minutes and will normally be by telephone or by Skype. You will be asked for permission for the interview to be audio-recorded, as this will help us in making sure we have complete details of the information you provide to us.

So that you are not placed in difficulty by being overheard, interviews may take place in the evenings or at weekends if this is more convenient for you. We may be able to provide you with some information about likely topics in advance. If you feel uncomfortable with any individual questions, you do not need to answer them. You should also consider, in deciding what to tell the researcher, whether any of that information might accidentally identify you or your employer/university (e.g. a particular work practice which the researcher will not know is unique to your firm).

What are the possible advantages and disadvantages of taking part?

The benefits of taking part are that you will be able to contribute to the SRA's current thinking on how solicitors qualify.

The SRA, your employer or your university will not be told whether or not you have taken part. Taking part will not, therefore, affect your appraisal or your marks. You will not receive any payment for your participation.

The researchers are solicitors and bound by Outcome 10(4) of the Solicitors Code of Conduct 2011 to "report to the SRA promptly, serious misconduct by any person or *firm* authorised by the SRA, or any *employee, manager* or *owner* of any such *firm* (taking into account, where necessary, your duty of confidentiality to your *client*)". You should take this into account when deciding whether to participate and, if you do, what information you reveal.

What will happen to the information I provide?

Your contact details will be kept securely by the SRA and NLS researchers, under password and all contact details and, e.g., emails and other correspondence will be deleted after the project. Copies of hard copy consent forms will, however, be printed out and held in a locked cabinet at Nottingham Law School for a period of 6 years, following which they will be destroyed.

The audio recordings will be transferred from the NLS researcher's audio device to her PC where they will be held, under password, until the completion of the project. Anonymous summaries will be created in the course of analysis of the group of interviews as a whole. These will be deleted after the project unless the SRA has given its consent to the researcher for its use in other publications, and/or in an open access format. Audio recordings (these cannot

⁴ Solicitors Regulation Authority, 'Statement of Solicitor Competence' (Solicitors Regulation Authority, 11 March 2015) <<http://www.sra.org.uk/competence/>> accessed 8 April 2016.

be fully anonymised) will not be passed on to the SRA at the conclusion of the project but will be deleted on completion of the analysis. It will not be possible to provide you with a duplicate of the audio recording.

The information you provide will be analysed and used in the creation of a report for the SRA which will be used to inform their policy on this issue. The report may include anonymised quotations from surveys and interviews. If the SRA has given its consent to the researcher for its use in other publications, and/or in an open access format, it may also be used there but will still be anonymised.

What if there is a problem?

We hope this is unlikely. However, if you do have any concerns or wish to complain, please contact the SRA Research Team on [redacted] or by email on [redacted]. You can contact the NLS researchers on 0115 8484157/0115 8484237 or at jane.ching@ntu.ac.uk/pamela.henderson@ntu.ac.uk.

3.3 Interview consent form

Solicitors Regulation Authority Pre-Qualification Work Experience Project

Consent form – interviews

I have read and understood the information sheet for this project which I may keep for my records.

I have had the opportunity to ask any questions I may have.

I understand that my information will be held and processed for the purposes of the SRA's research project and possible reports and publications arising from it.

I understand that data will be held confidentially and that I will not be identified in any publications or reports without my prior consent.

I understand that my participation is voluntary and that I am free to withdraw at any time until the conclusion of the interview without giving any reason and without being penalised or disadvantaged in any way.

I understand that the researcher is a solicitor and is obliged to report serious misconduct to the SRA.

I understand who to contact if I have any concerns or complaints.

Name of Participant

Date

Signature

Researcher

Date

Signature

3.4 Interview question schedule

Solicitors Regulation Authority Pre-Qualification Work Experience Project Interview schedule

Interview number/name of corresponding audio file
Name/contact details
Researcher conducting interview
Date and time of interview
Work experience context (tick which)
Training contract
Clinic
Sandwich degree
Vac/summer scheme
Law centre
Unpaid internship
CAB
Other not for profit:
Paralegal
CILEx
Other
1 Check and reiterate consent (tick to confirm) Remind of right to withdraw etc. Reassure about confidentiality and anonymity.
2 Check length of work place experience to be discussed (especially if more than one).
3 Go through each asking about whether it was learned, to what degree, with examples. If not learned, why not? If more than one kind of work experience, ask interviewee to compare them.
Dealing with ethical and professional conduct issues
Applying knowledge of the law to facts

Analysing problems
Obtaining facts through questioning and listening
Obtaining facts through analysing documents
Carrying out legal research
Advising on options, strategies and solutions directly to a client
Advising on options, strategies and solutions via a supervisor
Drafting documents
Undertaking written or spoken advocacy in court/arbitration/mediation
Undertaking written or spoken advocacy elsewhere (eg in client presentations)
Undertaking negotiation
Taking responsibility for my own learning, lack of knowledge and mistakes
Understanding when I need help and taking steps to obtain it

Taking responsibility for managing/progressing a case or transaction
Communicating clearly orally and in writing
Working in a direct relationship with clients (including in in-house practice, an internal client) including establishing the relationship, reporting on progress etc
Working in a team with others in your organisation
Taking responsibility for managing your own workload and deadlines
Keeping and using business records and systems within my organisation
Understanding the commercial, organisational and financial context in which I work (e.g. use budgets, participate in marketing activities)

4 Was there anything you learned in the workplace that you *don't* think you have learned or would have learned elsewhere?

5 Was there anything in the workplace that *enhanced or improved something* that you have learned elsewhere?

6 Was there anything that you only learned in the workplace, but which you consider that you could have learned elsewhere (eg in the classroom or online)?

7 Is there anything else you would like to say about workplace experience for people who want to become solicitors?

8 Reiterate consent. Check right to withdraw. Thank participant. Say (if we know) what will happen next.