

Subject Based

1. Consumer / General Contract
2. Debt
3. Employment
4. Health and Community Care
5. Housing
6. Immigration / Nationality
7. Welfare Benefits

Client Based

8. Asylum Seekers and Refugees Casework
9. Disability Casework
10. Older People Casework
11. Racial Discrimination and Racial Harassment Casework
12. Students Casework
13. Women Casework
14. Young People Casework

COMMUNITY LEGAL SERVICE

QUALITY MARK

Casework Experience and Range

Form: Case 1 – Consumer / General Contract

Community
Legal Service



This form must be completed if applying for certification to General Help with Casework in the Consumer / General Contract category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Requirement 1 is Mandatory.			
1. Defective goods and services – four casefiles from the following:			
1.1	Cars (sale of and repairs to).		
1.2	Home improvements.		
1.3	Holidays.		
1.4	Domestic electrical appliances (sale of and repairs to).		
1.5	Furniture and furnishings.		
1.6	Clothing.		
1.7	Other.		
2. Fulfil four out of seven of sections 2.1 to 2.7:			
2.1	Credit / loans: two casefiles from the following:		
	• 2.1.1 - HP and title.		
	• 2.1.2 - Early settlement.		

	<ul style="list-style-type: none"> • 2.1.3 - Termination of HP / conditional sale. 		
	<ul style="list-style-type: none"> • 2.1.4 - Equal liability. 		
2.2	Cancellation / withdrawal: one casefile from the following:		
	<ul style="list-style-type: none"> • 2.2.1 - Credit. 		
	<ul style="list-style-type: none"> • 2.2.2 - Transactions conducted away from trade premises. 		
	<ul style="list-style-type: none"> • 2.2.3 - Insurance (home / buildings / life). 		
	<ul style="list-style-type: none"> • 2.2.4 - Fuel. 		
	<ul style="list-style-type: none"> • 2.2.5 - Timeshare. 		
	<ul style="list-style-type: none"> • 2.2.6 - Other. 		
2.3	Goods, facilities and services under the Disability Discrimination Act 1995.		
2.4	Refusal to supply goods / services on any grounds (e.g. age, postcode, gender, disability) – one casefile from the following:		
	<ul style="list-style-type: none"> • 2.4.1 – Credit. 		
	<ul style="list-style-type: none"> • 2.4.2 – Fuel. 		
	<ul style="list-style-type: none"> • 2.4.3 – Other. 		
2.5	Problems with insurance / pensions / savings.		
2.6	Pricing and charging disputes.		
2.7	Explanation of and referral for redress and enforcing judgements through the courts.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

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Casework Experience and Range

Form: Case 1 – Debt

This form must be completed if applying for certification to General Help with Casework in the Debt category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Requirement 1 is Mandatory.			
1. Three cases with multiple debts (from categories 2.1 to 2.9).			
2. Fulfil four out of seven of sections 2.1 to 2.7:			
2.1	Mortgage arrears / possession including secured loans, including sale and liability after sale.		
2.2	Rent arrears / possession.		
2.3	Local taxes – council tax, community charge or rates.		
2.4	Utility debts – gas, electricity or water.		
2.5	Other priority debts, checking liability for debt and establishing repayment arrangements based upon budget analysis and a pro-rata distribution basis, three out of six of the following:		
	• 2.5.1 - Tax / NI / VAT.		
	• 2.5.2 - Fines.		
	• 2.5.3 – Child Support / Maintenance.		
	• 2.5.4 – Hire Purchase / Conditional Sale.		

	<ul style="list-style-type: none"> • 2.5.5 – Benefits overpayments. 		
	<ul style="list-style-type: none"> • 2.5.6 – Social fund. 		
2.6	Other non-priority debts, checking liability for debt and establishing repayment arrangements based upon budget analysis and a pro-rata distribution basis, four out of 10 of the following:		
	<ul style="list-style-type: none"> • 2.6.1 – Charge cards. 		
	<ul style="list-style-type: none"> • 2.6.2 – Credit cards (bank or store). 		
	<ul style="list-style-type: none"> • 2.6.3 – Overdrafts. 		
	<ul style="list-style-type: none"> • 2.6.4 – Social fund loans. 		
	<ul style="list-style-type: none"> • 2.6.5 – Hire purchase. 		
	<ul style="list-style-type: none"> • 2.6.6 – Unsecured loans. 		
	<ul style="list-style-type: none"> • 2.6.7 – Credit sales. 		
	<ul style="list-style-type: none"> • 2.6.8 – Mail order / catalogue. 		
	<ul style="list-style-type: none"> • 2.6.9 – Rental agreements. 		
	<ul style="list-style-type: none"> • 2.6.10 – Guarantors. 		
2.7	Explaining and undertaking (or referring to progress the case), three out of six of the following:		
	<ul style="list-style-type: none"> • 2.7.1 – Informal arrangements based upon pro-rata distribution of available disposable income. 		
	<ul style="list-style-type: none"> • 2.7.2 – Moratoriums. 		
	<ul style="list-style-type: none"> • 2.7.3 – Write off. 		
	<ul style="list-style-type: none"> • 2.7.4 – Administration Orders. 		
	<ul style="list-style-type: none"> • 2.7.5 – Individual Voluntary Arrangements. 		
	<ul style="list-style-type: none"> • 2.7.6 – Bankruptcy. 		

2.8	One example of helping a client to maximise their income through:		
	• 2.8.1 - Benefit or tax credit entitlement		
	• 2.8.2 - Tax allowances.		
	• 2.8.3 - Other ways of maximising income (e.g. room rental, charity).		
2.9	Three examples of explaining different court procedures to clients (e.g. instalment orders, time orders, variations, charging orders, suspensions, setting asides, appeals) or explaining bailiffs' procedures and taking action or referral to progress the case.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

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QUALITY MARK

Casework Experience and Range

Form: Case 1 – Employment

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This form must be completed if applying for certification to General Help with Casework in the Employment category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfill the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

	Requirement	File Ref No / Filename	Initials of Caseworker
1. Five out of eight of sections 1.1 to 1.8:			
1.1	Wrongful dismissal.		
1.2	Unfair dismissal – three casefiles from the following:		
	• 1.2.1 - Conduct.		
	• 1.2.2 - Ill health.		
	• 1.2.3 - Unfair redundancy.		
	• 1.2.4 - Capability.		
	• 1.2.5 - Other.		
1.3	Constructive unfair dismissal.		
1.4	Redundancy (fair).		
1.5	Discrimination – two casefiles from the following:		
	• 1.5.1 - Race.		
	• 1.5.2 - Sex.		

	<ul style="list-style-type: none"> • 1.5.3 - Disability. 		
	<ul style="list-style-type: none"> • 1.5.4 - Equal pay. 		
	<ul style="list-style-type: none"> • 1.5.5 - Other. 		
1.6	Transfer of Undertakings (Protection of Employment).		
1.7	Rights in work – contractual – one casefile from the following:		
	<ul style="list-style-type: none"> • 1.7.1 – Terms. 		
	<ul style="list-style-type: none"> • 1.7.2 – Variations. 		
	<ul style="list-style-type: none"> • 1.7.3 – Breaches. 		
1.8	Rights in work – statutory – three casefiles from the following:		
	<ul style="list-style-type: none"> • 1.8.1 - Maternity rights, or Paternity rights, or Adoption rights, or the right to parental leave. 		
	<ul style="list-style-type: none"> • 1.8.2 - Deductions from wages. 		
	<ul style="list-style-type: none"> • 1.8.3 - Trade unions. 		
	<ul style="list-style-type: none"> • 1.8.4 - Sick pay. 		
	<ul style="list-style-type: none"> • 1.8.5 - Rights to particulars of employment. 		
	<ul style="list-style-type: none"> • 1.8.6 - Health and safety. 		
	<ul style="list-style-type: none"> • 1.8.7 - Jurisdictional queries for specific professions (e.g. police, armed forces, universities). 		
	<ul style="list-style-type: none"> • 1.8.8 - National Minimum Wage. 		
	<ul style="list-style-type: none"> • 1.8.9 - Right to paid holidays. 		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE
QUALITY MARK



Casework Experience and Range

Form: Case 1 – Health and Community Care

This form must be completed if applying for certification to General Help with Casework in the Health and Community Care.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfill the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
1. Nine out of sixteen of sections 1.1 to 1.16:			
1.1	Representation or casework to prepare clients for assessments (NHS & Community Care Act 1990, Carers Recognition and Services Act 1995, Disabled Persons (Services, Consultation and Representation) Act 1986).		
1.2	Entitlement to services under the Chronically Sick and Disabled Persons Act 1970.		
1.3	Provision of accommodation under the National Assistance Act 1948.		
1.4	Provision of domiciliary services.		
1.5	Challenging charges for domiciliary services.		
1.6	Entitlement to services under the Children Act 1989.		
1.7	Representation or casework to prepare clients for complaints (community care or health).		
1.8	Independent Living Fund.		
1.9	Community Care (Direct Payments) Act 1996.		

1.10	Assessments for residential and nursing home care.		
1.11	Paying for care in residential or nursing home (including payment for health care).		
1.12	Hospital discharge arrangements.		
1.13	Services under Section 117 of the Mental Health Act 1983.		
1.14	Accessing health care where it has been refused.		
1.15	Accessing mobility services (concessionary travel, Blue (formerly Orange) Badge, Motability etc.)		
1.16	Explaining the consequences of transfer of assets and making a referral to progress the case.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

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Casework Experience and Range

Form: Case 1 – Housing

This form must be completed if applying for certification to General Help with Casework in the Housing category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
1. Six out of ten of sections 1.1 to 1.10:			
1.1	Private disrepair, public disrepair, or EPA – statutory nuisance.		
1.2	Neighbour disputes.		
1.3	Homelessness and re-housing, three out of the four below:		
	• 1.3.1 - Statutory (Pt VII / Children Act).		
	• 1.3.2 - Allocation.		
	• 1.3.3 - Transfer.		
	• 1.3.4 - Non-statutory e.g. housing association or private sector.		
1.4	Security of tenure where the status is unclear or can be challenged in either public / housing association (including succession / assignment) or private sector possession / repossession.		
1.5	Rent arrears or rent levels including Rent Officers, Rent Assessment Committees or Rent Tribunals including the implications of different tenures.		
1.6	Housing benefit or jobseekers' allowance / income support for housing costs.		

1.7	Long leaseholders.		
1.8	Harassment and illegal eviction.		
1.9	Keeping a home or re-housing due to relationship breakdown or domestic violence.		
1.10	Mortgage arrears and preventing repossession.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

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Casework Experience and Range

Form: Case 1 – Immigration / Nationality

This form must be completed if applying for certification to General Help with Casework in the Immigration / Nationality category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
1. Six out of ten of sections 1.1 to 1.10:			
1.1	British nationality law – registration and / or naturalisation.		
1.2	Rights of abode i.e. explaining the law and taking action or referral to progress the case.		
1.3	Marriage (to enter or remain).		
1.4	Sponsorship undertakings and public funds.		
1.5	Asylum, three from the following four:		
	<ul style="list-style-type: none"> • 1.5.1 - Recognising a potential claim for asylum and action or referral to progress the case. 		
	<ul style="list-style-type: none"> • 1.5.2 - Explaining family reunion and action or referral to progress the case. 		
	<ul style="list-style-type: none"> • 1.5.3 - Identifying the need for and explaining status extensions and action or referral to progress the case. 		
	<ul style="list-style-type: none"> • 1.5.4 - Explaining the law on permission to work for asylum seekers and action or referral to progress the case. 		

1.6	Employment, three casefiles from the following:		
	• 1.6.1 - Work permits (DfEE).		
	• 1.6.2 - Permit-free employment.		
	• 1.6.3 - Trainees.		
	• 1.6.4 - The work experience scheme.		
	• 1.6.5 - Working holidaymakers.		
	• 1.6.6 - UK ancestry.		
	• 1.6.7 - Student applications.		
1.7	Immigration officers' powers – negotiations and applications, one casefile from the following:		
	• 1.7.1 - Immigration detention.		
	• 1.7.2 - Temporary admission.		
	• 1.7.3 - Temporary release or bail.		
1.8	Concessionary policies, one casefile from the following:		
	• 1.8.1 - Domestic violence.		
	• 1.8.2 - Lesbian and gay or unmarried partners.		
	• 1.8.3 - Deportation arrangements in DP 3-5 / 96.		
	• 1.8.4 - Under 12s.		
	• 1.8.5 - Long residence.		
	• 1.8.6 - Domestic workers.		

1.9	One example of the ability to recognise the possibility of judicial review proceedings including the purpose and the client's role and the need for referral to a solicitor.		
1.10	One example of the ability to recognise applicable points of European (EC / EEA) law or human rights law and referral to progress the case.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE
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Community
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Casework Experience and Range

Form: Case 1 – Welfare Benefits

This form must be completed if applying for certification to General Help with Casework in the Welfare Benefits category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Requirements 1, 2, 3, 4 are Mandatory requirements			
1.	Preparing and conducting, revisions, supersessions, and appeals.		
2.	Means tested – housing benefit or council tax benefit.		
3.	Means tested – income support, jobseeker’s allowance, or pension credit (related to means test not employment conditions).		
4.	Means tested –working tax credit and child tax credit		
5. Five out of ten of sections 5.1 to 5.10:			
5.1	Overpayments / fraud.		
5.2	Claims for backdating or underpayment of benefits.		
5.3	Jobseekers’ allowance, income-based or contributory, related to employment conditions.		
5.4	Incapacity benefit, statutory sick pay or carer’s allowance.		
5.5	Pensions including bereavement benefit(s)		

5.6	Child Benefit, Child Support Agency, Maternity Allowance, or Statutory Maternity Pay, or child tax credit, or Statutory Adoption Pay, or Statutory Paternity Pay.		
5.7	Industrial Injuries Disablement Benefits.		
5.8	Benefits and community care including disability living allowance, attendance allowance or relationship with community care legislation.		
5.9	Restrictions relating to persons subject to immigration control and asylum seekers or habitual residence test.		
5.10	Community Care Grants, Budgeting Loans, Crisis Loans or Funeral Payments.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE
QUALITY MARK

Community
Legal Service



Casework Experience and Range

Form: Case 1 – Asylum Seekers and Refugees

This form must be completed if applying for certification to General Help with Casework in the Asylum Seekers and Refugees category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Fulfil three out of six of the following sections at least two of which should be from A, B, and C.			
A. Support for Asylum Seekers under the Immigration and Asylum Act 1999			
Three out of four of the following:			
A1	Challenges to provision.		
A2	Appeal against refusal or termination of support.		
A3	Assistance with access to additional needs for children.		
A4	Assistance to people who are not entitled to support or whose entitlement has ended.		
B Rights to Benefits and Housing for Refugees and People with Exceptional Leave to Remain			
B1	Assistance for people denied benefit despite entitlement, at least one case in the immediate transition from Home Office support to benefit entitlement.		
B2	Assistance for people denied housing despite entitlement.		

C Asylum			
Three out of four of the following:			
C1	One example of recognising a potential claim for asylum and action or referral to progress the case.		
C2	One example of explaining family reunion and action or referral to progress the case.		
C3	One example of identifying the need for and explaining status extensions and action or referral to progress the case.		
C4	One example of explaining the law on permission to work for asylum seekers and action or referral to progress the case.		

D Employment and Training			
One from each of the following:			
D1	Training – assistance to asylum seekers denied training.		
D2	Training – assistance to refugees denied training.		
D3	Discrimination against refugees at work.		

E Education			
E1	Assistance for people who cannot get their children accepted by schools.		
E2	Entitlements to free school meals, uniform grants and travel grants.		
E3	Assistance in access to further and higher education.		

F Health and Community Care			
Three out of five of the following:			
F1	Accessing health care where it has been refused.		
F2	Accessing mental health services where they have been refused.		
F3	Assistance with access to free prescriptions.		
F4	Paying for travel for medical care.		

F5	Accessing care in the community.		
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I confirm the above information is accurate.

Name (please print):

Signature:

Date:

<p>COMMUNITY LEGAL SERVICE</p> <p><u>QUALITY MARK</u></p> <p><u>Casework Experience and Range</u></p> <p><u>Form: Case 1 – Disability</u></p>	<p><i>Community Legal Service</i></p> 
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This form must be completed if applying for certification to General Help with Casework in the Disability category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Section A is Mandatory. Plus two other sections, one of which must be from either B, C or D.			
A. Welfare Benefits			
A1 Five out of nine of sections A1.1 to A1.8:			
A1.1	Means-tested –DWP or tax credits.		
A1.2	Means-tested – local authority.		
A1.3	Earnings replacement benefits (incapacity benefit, carers allowance, industrial disablement benefits, statutory sick pay, contributions-based jobseeker’s allowance and retirement pension).		
A1.4	Disability living allowance or attendance allowance.		
A1.6	Preparing and conducting revisions, supersessions and appeals.		
A1.7	Fraud and overpayments.		
A1.8	Underpayment or backdating of benefits.		
A1.9	Community Care Grants, Budgeting Loans, Crisis Loans or Funeral Payments, Maternity Grants.		

B Health and Community Care			
B1 Five out of fifteen of sections B1.1 to B1.15:			
B1.1	Representation or casework to prepare clients for assessments (NHS & Community Care Act 1990, Carers Recognition and Services Act 1995, Disabled Persons (Services, Consultation and Representation) Act 1986).		
B1.2	Entitlement to services under the Chronically Sick and Disabled Persons Act 1970.		

B1.3	Provision of accommodation under the National Assistance Act 1948.		
B1.4	Provision of domiciliary services.		
B1.5	Challenging charges for domiciliary services.		
B1.6	Entitlement to services under the Children Act 1989.		
B1.7	Representation or casework to prepare clients for complaints (community care or health).		
B1.8	Independent Living Fund.		
B1.9	Community Care (Direct Payments) Act 1996.		
B1.10	Assessment for residential and nursing home care.		
B1.11	Paying for care in residential or nursing home (including payment for health care).		
B1.12	Hospital discharge arrangements.		
B1.13	Services under Section 117 of the Mental Health Act 1983.		
B1.14	Accessing health care where it has been refused.		
B1.15	Accessing mobility services (concessionary travel, Blue (formerly Orange) Badge, Motability etc.).		

C Housing			
C1 Four out of six of sections C1.1 to C1.6:			
C1.1	Housing Adaptations (e.g. obtaining authorisation, negotiation about payment), two out of three of the following:		
	<ul style="list-style-type: none"> C1.1.1 – Homeowners. 		
	<ul style="list-style-type: none"> C1.1.2 – Council and housing association tenants. 		
	<ul style="list-style-type: none"> C1.1.3 – Private tenants. 		
C1.2	Disabled Facilities Grants.		
C1.3	Homelessness, two cases, at least one must be C1.3.1.		
	<ul style="list-style-type: none"> C1.3.1 – Statutory (Pt VII / Children Act, National Health Services and Community Care Act 1990). 		

	<ul style="list-style-type: none"> • C1.3.2 – Non-statutory. 		
C1.4	Housing and re-housing, one of the following:		
	<ul style="list-style-type: none"> • C1.4.1 – Allocation. 		
	<ul style="list-style-type: none"> • C1.4.2 – Transfer. 		
C1.5	Harassment requiring re-housing.		
C1.6	Housing options – one case working through different options with a client to enable their chosen housing option (e.g. remaining in their own home, sheltered or extra sheltered housing, residential or nursing care).		

D Discrimination Law			
D1	Disability Discrimination Act 1995 – casework with progress to referral (one of each) to include direct discrimination and reasonable adjustment:		
D1.1	Employment.		
D1.2	Goods and services or premises.		

E Employment and Training			
E1	Unfair dismissal.		
E2	Disability discrimination.		
E3	New Deal or DWP/Jobcentre Plus support to people with disabilities.		

F Education			
F1	Educational Grants.		
F2	Disabled Students Allowance.		
F3	Special Education Needs Assessment / Tribunal.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE
QUALITY MARK



Casework Experience and Range

Form: Case 1 – Older People

This form must be completed if applying for certification to General Help with Casework in the Older People category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Fulfil three out of six of the following sections, at least two of which should be from A, B, and C.			
A. Welfare Benefits and Pensions			
Five out of eight of sections A1 to A8:			
A1	Income-related benefit (income support), or Pension Credit.		
A2	Means-tested (housing benefit and council tax benefit).		
A3	Retirement pension.		
A4	Attendance allowance / disability living allowance.		
A5	Social fund.		
A6	Bereavement Benefit(s)		
A7	Incapacity Benefit, Carer's Allowance.		
A8	Occupational or personal pensions.		
B Housing			
Three out of four of sections B1 to B4:			
B1	Homelessness and re-housing, (two out of four of the following):		

	<ul style="list-style-type: none"> • B1.1 - Statutory (Pt VII Housing Act). 		
	<ul style="list-style-type: none"> • B1.2 - Allocation. 		
	<ul style="list-style-type: none"> • B1.3 - Transfers. 		
	<ul style="list-style-type: none"> • B1.4 - Rights of succession to a tenancy or assignment of a tenancy. 		
B2	Adaptations and repairs (including authorisation and payments), two out of three of the following:		
	B2.1 - Homeowners.		
	B2.2 - Council and housing association tenants.		
	B2.3 - Private tenants.		
B3	Grant assistance for repairs, improvements or adaptations (Housing Grants Construction and Regeneration Act 1996, Chronically Sick and Disabled Persons Act 1970) – one case.		
B4	Housing options – one case working through different options with a client to enable their chosen housing option (e.g. remaining in their own home, sheltered or extra sheltered housing, residential or nursing care).		

C Health and Community Care			
Five out of thirteen sections C1 to C13:			
C1	Representation or casework to prepare clients for assessments (NHS & Community Care Act 1990, Carers (Recognition and Services) Act 1995, Disabled Persons (Services, Consultation and Representation) Act 1986).		
C2	Entitlement to services under the Chronically Sick and Disabled Persons Act 1970.		
C3	Provision of accommodation under the National Assistance Act 1948.		
C4	Provision of domiciliary services.		
C5	Challenging charges for domiciliary services.		
C6	Community Care (Direct Payments) Act 1996.		
C7	Representation or casework to prepare clients for complaints (community care or health).		
C8	Assessment for residential and nursing home care.		

C9	Paying for care in residential or nursing home (including payment for health care).		
C10	Hospital discharge arrangements.		
C11	Services under Section 117 of the Mental Health Act 1983.		
C12	Accessing health care where it has been refused.		
C13	One example of explaining the consequences of transfer of assets and making a referral to progress a case.		

D Legal Issues			
One of each (explaining the law and taking action or referral to progress the case) of D1 to D3:			
D1	Wills and estate administration.		
D2	One example of the ability to recognise applicable points of European (EC / EEA) law or human rights law and referral to progress the case.		
D3	One example of explaining the legal situation relating to age or disability discrimination relating to employment or goods and services and making a referral to progress a case.		

E Decision Making and Mental Capacity			
Four out of seven (explaining the law and taking action or referral to progress the case) of sections E1 to E7:			
E1	Mental capacity and decision-making – options in different circumstances.		
E2	Agency and appointeeship under benefit regulations.		
E3	Power of attorney or enduring power of attorney and making a referral to progress a case.		
E4	Provisions of Mental Health Act 1983 in relation to compulsory detention in hospital and guardianship.		
E5	Guardianship under the Mental Health Act 1983.		
E6	Consent to medical treatment or advance decision-making about medical treatment.		
E7	Welfare decisions in relation to adults without mental capacity (e.g. in relation to residence or contact with others).		

F Elder Abuse			
Three out of four of the following (explaining the law and taking action or referral to progress the case) of sections F1 to F4:			
F1	Non-molestation Orders, Occupation Orders or other civil remedies.		
F2	Criminal Injuries Compensation Scheme.		
F3	Criminal prosecutions and provisions relating to vulnerable or intimidated witnesses.		
F4	Provisions relating to registration and inspection of residential and nursing homes (Registered Homes Act 1984 as amended).		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE
QUALITY MARK



Casework Experience and Range

Form: Case 1 – Racial Discrimination and Racial Harassment

This form must be completed if applying for certification to General Help with Casework in the Race Equality category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement	File Ref No / Filename	Initials of Caseworker
3 out of the following sections		

Discrimination – all forms including direct / indirect / victimisation / segregation

A. Employment

A minimum of 5 cases covering 3 categories from the following:

A1	Recruitment, selection and appointment		
A2	Progression and retention		
A3	Dismissal and redundancy		
A4	Training		
A5	Harassment and other detriment		
A6	Discrimination by other bodies, e.g. partnerships, trade unions, and qualifying bodies		

B Education and training

A minimum of 2 cases covering categories from the following:

B1	Admissions		
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B2	Exclusions		
B3	Provision		
B4	Assessment		
B5	Harassment and other detriment		

C Services			
A minimum of 5 cases covering 3 categories from the following:			
C1	Housing		
C2	Planning		
C3	Welfare benefits		
C4	Health and Social Services		
C5	Consumer and Leisure		
C6	Policing and other criminal justice services		
C7	Other services		

D Employment			
A minimum of 2 cases covering 2 categories from the following:			
D1	Police and Criminal Justice System		
D2	Prisons		
D3	Local authorities		
D4	Health authorities (including mental health)		
D5	Other public authorities / bodies including contractors carrying out Public Functions		

Harassment

E Dealing with Racist Incidents			
A minimum of 5 cases covering 3 categories from the following:			
E1	Verbal and / or Written Abuse		

E2	Physical abuse		
E3	Criminal Damage.		
E4	Incitement including chanting		
E5	Other racist incidents		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE

Community
Legal Service



QUALITY MARK

Casework Experience and Range

Form: Case 1 – Students Casework

This form must be completed if applying for certification to General Help with Casework in the Students category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Four out of nine from sections A to H.			
A. Welfare Benefits			
At least A1 and A2:			
A1	Eligibility (including interface with studying) covering both: A1.1 Means Tested non contributory benefits And A1.2 Non-Means Tested contributory benefits or non-contributory benefits		
A2	Calculating Entitlement		
A3	Overpayments / Fraud		
A4	Appeals / revision/supersessions		

B. Housing / Accommodation			
Five out of ten of the following:			
B1	Security of tenure, including illegal eviction and harassment		
B2	Possession / repossession		

B3	Poor Housing Conditions		
B4	Housing Benefit and Council Tax Benefit		
B5	Deposits		
B6	Contractual issues		
B7	Institution accommodation issues – e.g.: debts to university, disciplinary matters		
B8	Homelessness and re-housing		
B9	Council Tax Liability		
B10	Neighbour disputes		

C. Money Advice			
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C2 is mandatory plus two other from the remaining five:			
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C1	Minimise expenditure / maximise income – including budgeting skills		
C2	Debt Management		
C3	Negotiation with creditors		
C4	Benefit entitlement		
C5	Tax / NI liability		
C6	Applying for sources of income		

D. Student Funding			
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Two out of four of the following:			
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D1	Further education D1.1 statutory D1.2 non-statutory		
D2	Undergraduate D2.1 statutory D2.2 non-statutory		
D3	Postgraduate D3.1 statutory D3.2 non-statutory		
D4	Interface with Benefits		

E. Academic			
Three out of six from the following:			
E1	Appeals		
E2	Complaints		
E3	Disciplinary		
E4	Course transfers		
E5	Intercalation		
E6	Harassment / discrimination		

F. Employment / Voluntary work			
Four out of nine from the following:			
F1	Dismissal		
F2	Terms and conditions of employment		
F3	Problems with wages / rates of pay		
F4	National Minimum Wage		
F5	Tax / NI liability		
F6	Interface with benefits		
F7	Discrimination/Harassment (racial, sexual, disability)		
F8	Work Placements		
F9	Working Time Regulations		

G. Disability			
Three out of five from the following:			
G1	Disabled Students Allowance		
G2	Equal Opportunities / Discrimination		
G3	Disability Benefits and other Welfare benefits		
G4	University / College facilities		
G5	Medical Referrals		

H. Fee Assessment Issues			
Explaining the law as it affects the prospective students, taking action, actively signposting or making a referral to progress the case.			
H1 is mandatory in further and higher education advice services, plus one from the remaining three:			
H1	“The Main Formula”, namely those who are settled in the UK and satisfy certain residence conditions		
H2	European Students		
H3	Refugees / Exceptional leave to enter / remain		
H4	Learning and Skills Council funding ‘concessions’ for further education in England, and equivalent for Wales		

I. Immigration			
<p>Note that under the Immigration and Asylum Act 1999 it is a criminal offence to provide immigration advice or services unless authorised to do so. Publicly funded institutions of further or higher education or the students’ union of such a body and organisations that are not publicly funded but have UK degree awarding powers or provide approved courses for UK degrees awarded by others are exempt from the general prohibition. However, such institutions are still subject to the Immigration Commissioner’s Code of Standards, Guidance on Competences and Complaints Scheme and to the jurisdiction of the Immigration Services Tribunal.</p> <p>If immigration casework forms part of your application for the Quality Mark, there will be an assumption that you are compliant with the relevant statutory requirements.</p> <p>Further information can be obtained from: The Office of the Immigration Services Commissioner 5th Floor Counting House 53 Tooley Street London SE1 2QN Telephone: 020 7211 1500 Fax: 020 7211 1553 Web site: www.oisc.gov.uk</p>			
I1 and I2 are mandatory, plus two others from the remaining six:			
I1	An application for, or for the variation of, entry clearance or leave to enter or remain		
I2	Resulting casework following the refusal of entry clearance, or leave to enter or remain in the UK		
I3	Unlawful entry into, or stay in, the UK and resulting casework		
I4	Concessionary policies e.g. academic visitors		

I5	Citizenship of the EU, admission to, and residence in, member states under Community Law		
I6	Employment issues during study e.g. part-time work, sandwich course placements		
I7	Employment issues after study e.g. TWES (Training and Work Experience Scheme), work permits		
I8	An application for release from detention, i.e. temporary admission, adjudicator's bail or CIO (Chief Immigration Officer) bail		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE

QUALITY MARK

Casework Experience and Range

Form: Case 1 – Women

Community
Legal Service



This form must be completed if applying for certification to General Help with Casework in the Women category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Five out of eleven from sections A to K.			
A. Welfare Benefits			
Six out of fourteen of A1 to A14:			
A1	Income Support		
A2	Tax Credits		
A3	Jobseekers Allowance, income based or contributory		
A4	Incapacity benefits		
A5	Housing Benefit / Supporting People / Council Tax Benefit		
A6	Grants and Loans from the Social Fund		
A7	Maternity Benefits		
A8	Child Benefit		
A9	Guardian's Allowance		
A10	Disability Benefits		
A11	Bereavement Benefit(s)		

A12	Child Support		
A13	Benefits for Older People including retirement pension and pensions credit		
A14	Restrictions relating to persons subject to immigration control and asylum seekers or habitual residence test, or right to reside/habitual residence test.		

B. Housing			
Three out of five of the following:			
B1	Homelessness two cases		
	<ul style="list-style-type: none"> B1.1. Statutory 		
	<ul style="list-style-type: none"> B1.2. Non-statutory 		
B2	Allocation		
B3	Transfers		
B4	Rights of succession to a tenancy or assignment of a tenancy		
B5	Disrepair		

C. Domestic Violence			
Three out of six of the following:			
C1	Obtaining occupation orders or an injunction or and other relevant court orders		
C2	Accessing safe accommodation issues		
C3	Recovering property		
C4	Child contact issues		
C5	Reporting matters to the Police and the consequences of this		
C6	Domestic violence concession		

D. Sexual Violence			
Three out of five of the following:			
D1	Police procedures and complaints		

D2	Rights in court		
D3	Support and health services guidance		
D4	Accessing Criminal Injury Compensation Claims / Appeals		
D5	Sexual harassment		

E. Harassment			
Three out of four from the following:			
E1	Sexual harassment		
E2	Racial abuse		
E3	Neighbour disputes		
E4	Homophobic abuse		

F. Family			
Three out of six from the following:			
F1	Child protection		
F2	Child contact		
F3	Child support issues		
F4	Relationship breakdown and divorce		
F5	Property rights		
F6	Disposal of joint property and liability after sale		

G. Health and Community Care			
Three out of six from the following:			
G1	Accessing appropriate health care or healthcare where it has been refused		
G2	Accessing mental health services where they have been refused		
G3	Assistance with access to free prescriptions		
G4	Persons from abroad – rights to treatment		

G5	Paying for travel for medical care		
G6	Accessing care in the community		

H. Employment and Training			
Three out of seven of the following:			
H1	Wrongful dismissal		
H2	Unfair dismissal		
H3	Sex Discrimination		
H4	Redundancy		
H5	Transfer of undertakings		
H6	Rights in work – contractual		
H7	Rights in work – statutory <ul style="list-style-type: none"> • Maternity rights • Deductions from wages • Trade Union activities • Sick pay • Health and safety • National Minimum Wage • Rights to paid holidays 		

I. Debt			
Three out of six from the following:			
I1	Mortgage arrears / possession including secured loans		
I2	Rent arrears / possession		
I3	Local taxes – council tax, community charges or rates		
I4	Utility debts – gas, electricity or water		
I5	Disposal of joint property and liability after sale		
I6	Multiple non-priority debts where establish repayment arrangements		

J. Education			
Three out of five from the following:			

J1	Assistance for women who cannot get their children accepted by preschools / schools		
J2	Entitlements to free school meals, uniform grants and travel grants		
J3	Exclusions from school		
J4	Special educational needs assessment / provision / tribunal		
J5	Assistance in access to further and higher education (including English as a foreign language)		

K. Immigration/Nationality			
Three out of seven from the following:			
K1	British nationality law – registration and/or nationalisation		
K2	Rights of abode		
K3	Marriage / partners (to enter or remain)		
K4	Sponsorship undertaking		
K5	No recourse to public funds		
K6	Employment <ul style="list-style-type: none"> • Work permits • Permit free employment • Student applications 		
K7	Domestic violence concession		

I confirm the above information is accurate.

Name (please print):

Signature:

Date:

COMMUNITY LEGAL SERVICE

QUALITY MARK

Casework Experience and Range

Form: Case 1 – Young People

Community
Legal Service



This form must be completed if applying for certification to General Help with Casework in the Young People category.

For organisations intending to meet the criteria for casework through **D5.1** (i.e. the 12 hour casework route), the range of subjects can be fulfilled by one or more of the named caseworkers.

For organisations intending to meet the criteria for casework through **D5.2** (i.e. the caseworker / supervisor route), the range of subjects must be fulfilled by the nominated caseworker / supervisor.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

Requirement		File Ref No / Filename	Initials of Caseworker
Fulfil three out of five of sections A to E, at least two of which must be from A, B and C.			
A. Welfare Benefits			
Four out of seven of sections A1 to A7:			
A1	Income support for students in relevant education.		
A2	Jobseeker's Allowance.		
A3	Jobseeker's Allowance severe hardship payments for 16 / 17 year olds.		
A4	New deal.		
A5	Social fund.		
A6	Housing benefit private sector rent restrictions.		
A7	Benefits for young parents including Child Tax Credit, child benefit.		
B Housing			
One of each of the following:			
B1	Homelessness – Housing Act 1996.		

B2	Homelessness – Children Act 1990.		
B3	Security of Tenure, including illegal eviction.		

C Social and Health Care			
Five out of eight of sections C1 to C8:			
C1	Refusal of assistance under the Children Act 1989.		
C2	Representation at or casework to prepare clients for assessments for assistance by social services.		
C3	Financial assistance under the Children Act 1989.		
C4	Assistance for young people leaving care.		
C5	Assistance for young parents.		
C6	Accessing health care where it has been refused.		
C7	Accessing mental health services where they have been refused.		
C8	Confidentiality and rights to treatment for under 16 year olds (where in the client group).		

D Education			
Three out of four of sections D1 to D4:			
D1	School exclusions.		
D2	School applications.		
D3	Special educational needs.		
D4	Financial support for students (two from the following):		
	D4.1 - Maintenance allowance / local authority grants.		
	D4.2 - Access fund.		
	D4.3 - Means-tested benefits / Tax Credits.		

E Employment			
Three out of four of sections E1 to E4:			
E1	Unfair dismissal.		

E2	Problems with wages / rates of pay.		
E3	Age discrimination at work.		
E4	Access to training.		

I confirm the above information is accurate.

Name (please print):

Signature:

Date: