

Unit 38: Consumer Law and Advice for Paralegals – 7 Credits

Unit description

The aim of the unit is to provide the learner with detailed knowledge of key consumer legislation in England and Wales and the practice of providing initial consumer advice.

In understanding consumer law and the procedure for providing initial consumer advice, the learner will be ready to progress onto a higher level of learning in related substantive law areas.

The learner will understand the roles that can be played by Paralegals in consumer advice centres, law firms; private companies; local authorities and as a freelance paralegal. In addition, it will provide legal knowledge on dispute resolution and will enable the learner to use and interpret legal language.

The skills developed by the learner include: the ability to identify and use factual, procedural and theoretical understanding to complete tasks and address well defined but complex or non-routine issues; time management to include taking responsibility for initiating and completing tasks; the ability to exercise autonomy and judgement within a given scenario; the ability to use and interpret legal language.

This is a course for learners commencing or aspiring to commence a career in Paralegal Practice and those who work in a legal environment.

Summary of learning outcomes

To achieve this unit a learner must demonstrate:

- 1 An ability to Identify a client's needs and know how and when to refer a matter to a senior or specialist adviser
- 2 A thorough understanding of the nature of consumer law and practice in England and Wales
- 3 A detailed knowledge of the remedies available to the consumer for a breach of consumer law and the range of sanctions
- 4 An ability to provide initial advice appropriate to the client's needs