



# Proforma

**Certificate of Competency  
Scheme (CCS) Logbook**

**LEVEL 2**

## LEVEL 2

### Essential skills & knowledge

To achieve level 2, applicants will have demonstrated that they are able to put their core skills and knowledge into practice and are able to confidently undertake a full range of delegated tasks as well as being able to manage more straightforward cases under supervision. Applicants and supervisors should refer to the essential skills and knowledge requirements identified in each of the four categories in level 1. The four categories are: client care; litigation; medical knowledge and understanding and health care provision, patient safety, complaints and alternative forms of redress. In this level we want to see that the applicant has developed and built on their essential skills and are on their way to being a competent and reliable claimant clinical negligence lawyer.

#### Points to note:

- The Applicant is the person seeking to attain the Certificate Competency Scheme (CCS) level applied for.
- The Supervisor is the AvMA panel member who has agreed to mentor the applicant who is seeking to attain the CCS level identified
- The AvMA Assessor is the person designated by AvMA to assess whether the applicant meets the skills and knowledge required for the level of CCS applied for. This will usually be someone in-house but from time to time may include external assessors appointed by AvMA.
- The column headed "Evidence relied upon by the supervisor" should be used by the supervising AvMA Panel member to evidence what information they relied upon to satisfy themselves that the applicant has demonstrated they have attained the key skills and knowledge required by the outcome and learning objectives identified in the categories for this level.

Where the evidence relied upon by the applicant refers to any reading materials considered appropriate this can include any relevant journals such as AvMA's Journal Patient Safety & Risk Management (JPSRM) (formerly known as Clinical Risk), the Law Society Gazette and quality articles and journals that may be prepared by leading barrister chambers or in AvMA's LS newsletter. Where the Applicant relies on a reading list as evidence of having achieved the skills and/or knowledge required by the scheme, it is important that the list includes a full reference to each article/s and preferably a link to it. From time to time the AvMA assessor may ask to see the list of reading materials and review the articles relied upon.

- **"Evidence for AvMA":** At various points in the application AvMA requires specific evidence to be submitted with the completed application form. For ease of reference the evidence required by AvMA is headed "**Evidence for AvMA**". This evidence is mandatory.

#### Name of practitioner applicant

#### Name of full AvMA panel member monitoring

#### Name of firm

#### Date of completion

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# 1: CLIENT CARE

## Key skills and knowledge

### 1.1 Understanding the impact of medical harm on patients and their families

#### Outcomes & learning objectives

*Supervisor: Please tick each box to confirm the objective has been demonstrated and achieved*

Applicants need to demonstrate how their skills in this category have developed since Level 1 CCS pointing to how their knowledge and understanding has increased. We are looking for evidence that the applicant understands the client's needs.

*The applicant should be able to show they:*

1.1.1 Have and are continuing to develop knowledge, skills and understanding to work with clients who have experience of at least two of the following presentations:

- Severely injured clients and their families
- Bereaved families
- Clients with PTSD and other related injuries
- Clients who are particularly vulnerable
- Clients with a learning disability
- Clients with language or literacy difficulties
- Clients experiencing financial strain.

1.1.2 Are aware of the need to be alert to difficulties clients commonly encounter following a serious injury e.g. financial difficulties, accessing care and services, psychological difficulties.

1.1.3 Can identify the type of benefits (means tested and non means tested) that clients may be eligible for and can refer them to their local Department Work & Pensions (DWP) office and/or other agencies who can assist them in making a claim.

1.1.4 Can provide details of appropriate signposting including if applicable bereavement organisations, counselling and alike.

#### Evidence: training; study/reading; documentary/other evidence; observation

Examples of evidence which you could provide to your supervisor to demonstrate you have achieved this requirement:

- Written details of any client care training you have attended over the last 18 months.
- Provide supervisor with an outline of at least two case examples that illustrate knowledge and experience of clients with two of the presentations identified under the outcomes and learning objectives identified under 1.1.1. above; this can be in the form of a brief written description of the issue and how the applicant has addressed it within their practice.

#### Evidence for AvMA:

- Please provide us with a list of agencies you commonly signpost clients to and explain in no more than a paragraph how you communicate the existence of those agencies to your client e.g. this may be by letter or leaflets on your website etc. We want to see the range of agencies and support organisations you have considered. Please use the additional sheets at the end of this application form for this purpose.

## Please identify the evidence relied upon by the supervisor

*Please note: This is the evidence that the supervisor considered in satisfying themselves that the applicant can demonstrate required learning outcomes and objectives*

*Please include the learning objective number you are referring to*

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## Supervisor's signature

*Please note that a supervisor's signature verifies that the applicant has successfully achieved the required outcome and learning objectives*

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# 1: Client care

## Key skills and knowledge

### 1.2 Client care and minimising the negative impact of litigation

#### Outcomes & learning objectives

Supervisor: Please tick each box to confirm the objective has been demonstrated and achieved

The applicant should be able to demonstrate that they have begun to acquire and put into practice skills required to minimise distress to the client. This will require an understanding of the types of issues that are likely to cause distress, for example an awareness of likely triggers e.g. key dates such as anniversaries, information on condition and prognosis, confirmation of negligence.

The applicant should have knowledge and understanding of:

- 1.2.1 Strategies that might be used to minimise the impact of litigation on traumatised clients.
- 1.2.2 The client's needs and an ability to tailor your client care to meet the client's specific needs
- 1.2.3 How to deliver bad or difficult news e.g. when a case is being withdrawn, or when an expert report is unsupportive
- 1.2.4 How to manage a client's expectations gently but firmly.

#### Evidence: training; study/reading; documentary/other evidence; observation

Examples of evidence which the supervisor may call on to demonstrate the applicant has achieved this requirement:

Provide your supervisor with written details of:

- A list of training courses attended since Level 1 CCS where the focus has been on communication skills and managing clients.
- Appropriate study and/or reading: Please include links to any relevant articles where possible.
- Case examples: These should be cases which illustrate knowledge of these issues and how you have dealt with the clients in practice. We suggest that you aim to provide a minimum of 3 case examples. Fewer case examples will suffice if the case/s referred to illustrate the points well.
- If you do not have direct experience from your own case list, then you can identify a case example from an experienced clinical negligence specialist colleague in your firm which you assisted on. You should point to the sensitivities in the case and explain how this shows you can meet this outcome and learning objective. You should look to the facts of the case and form your own views on the case, consider what your client care strategy would be, the applicant should be able to discuss this with the supervisor as if they had been handling the case.

#### Please identify the evidence relied upon by the supervisor

*Please note: This is the evidence that the supervisor considered in satisfying themselves that the applicant can demonstrate required learning outcomes and objectives*

*Please include the learning objective number you are referring to*

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#### Supervisor's signature

*Please note that a supervisor's signature verifies that the applicant has successfully achieved the required outcome and learning objectives*

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