

# Proforma

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

**LEVEL 3**

# LEVEL 3

## Essential skills & knowledge

To achieve level 3, applicants will have demonstrated that they have the experience and skills to confidently manage their own cases and caseload as an autonomous practitioner but with appropriate support and supervision. They will have experience of dealing with an increasing range of cases and quantum in preparation for achieving specialist accreditation. Applicants will have satisfied learning and tasks required for Levels 1 and 2 in all four categories: client care; litigation; medical knowledge and understanding of health care provision, patient safety, complaints and alternative forms of redress.

At this level we expect Applicants to be able to show that they have developed their knowledge and grown in confidence in all four categories. We are particularly keen to see that they have a good knowledge and understanding of healthcare provision especially NHS organisational structures and other options which may help patients achieve outcomes or information about their or their loved one's care.

### 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 determine 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 record in outline the information relied upon to satisfy themselves that the applicant can demonstrate they have the key skills and knowledge required by the outcome and learning objectives identified in the categories for this level.
- Where the Applicant includes appropriate reading material as evidence in support of having achieved the skills and/or knowledge required by the scheme, a full reference to each article/s and preferably a link to it must be included. From time to time the AvMA assessor may review the articles relied upon.
- Appropriate reading material includes 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 and/or appear in AvMA's Lawyer Service Newsletter.
- **"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 show how their skills on this category have developed since level 1 & 2. They should be able to demonstrate their ability to work with families and individuals with complex needs. We want to see that the Applicant has the skills and confidence to manage clients who are particularly vulnerable or who exhibit challenging behaviours.

At this level we also want to see that applicants can and do provide support to more junior colleagues where appropriate. With changes in working practice, especially working from home more common place it is increasingly important that individuals and firms recognise that the best way to look after the interests of their clients is to first ensure there are effective systems in place to look after the applicant, their work colleagues and the team as a whole. This is especially true with clinical negligence work which can be both intellectually and emotionally demanding.

*The applicant should be able to show they have*

- 1.1.1 Built on the learning and experience required for Levels 1 & 2 CCS
- 1.1.2 The ability to work with families and individuals with complex needs
- 1.1.3 The skills and confidence to manage clients who are particularly vulnerable or exhibit challenging behaviours.
- 1.1.4 The ability to support more junior colleagues where appropriate.
- 1.1.5 The ability to recognise that this can be a demanding area of work and to recognise that in order to look after the interests of clients, it is also important that there are systems in place to look after members of the team

**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 client care training you have attended over the course of the last 18 months or since achieving Level 2 CCS, whichever is the earlier of the two dates
- Details of any mental health and/or wellbeing course the Applicant has attended which addresses recognising and managing work pressures, stress and mental health issues while working remotely and/or hybrid working.
- Provide an example of when you offered support to a more junior colleague who was struggling
- Provide an example of how you managed a particularly difficult and/or distressed and/or angry client.

## 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*

### Tasks completed:

- Prepare a case example that illustrate knowledge of working with vulnerable clients: this can be in the form of a brief written description of the issues and how the applicant has addressed it within their practice.
- If the applicant does not have direct knowledge of the client care issue, to undertake training relevant to the issue and provide a brief written description of how they would tailor their client care to meet the needs of the particular client group.

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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

## 1.2 Key skills and knowledge: Strategies for minimising the negative impact of litigation and managing client expectations

### Outcomes & learning objectives

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

The applicant should be able to show they: Skills to be acquired include the ability to:

- 1.2.1 Explain and prepare clients for the challenges of the litigation process
- 1.2.2 Develop strategies and best practice for managing the withdrawal of a claim
- 1.2.3 Think about and prepare clients for life after the conclusion of their claim.
- 1.2.4 Recognise and where necessary know how to act on safeguarding issues ([SRA - vulnerable people](#)).
- 1.2.5 Agree a client care plan e.g. frequency and nature of contact, important anniversaries, physical needs that need to be taken into account when arranging appointments etc
- 1.2.6 Develop strategies for working with clients with challenging or complex behaviours
- 1.2.7 Respond to client dissatisfaction or complaints

**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:

- Details of client care training undertaken
- Prepare a case example which illustrates knowledge of working with vulnerable clients, this can be in the form of a brief written description of the issues and how the applicant has addressed it within their practice.
- If the applicant does not have direct knowledge of the client care issue, to undertake training relevant to the issue and provide a brief written description of how they would tailor their client care to meet the needs of the particular client group.
- Provide supervisor with a case example (written or in discussion) that illustrates knowledge of issues at each stage of the case and how the applicant approached a particular challenging client care issue and what they have learnt from it.
- Provide details of any more junior colleague the applicant has supported giving information on what the issue was (if it was a personal matter, you need only to describe it as such) include information on how you supported them.
- Provide any suggestions you have made about how to improve support to individuals who are working from home (whether part time or full time), especially more junior colleagues such as trainee solicitors or newly qualified staff. This can be anything from suggestions to create a collegiate and supportive environment through socialising to contributing to the development of a more formal department/firm policy describing how this issue can be tackled.

### 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

### 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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