

# National Competency Standards for Conveyancing Paralegals

April 2010 edition



The Institute of Paralegals  
[www.theiop.org](http://www.theiop.org)  
[www.LegalStandards.org](http://www.LegalStandards.org)



[www.landregistry.gov.uk](http://www.landregistry.gov.uk)

## Setting Competency Standards for Property Law Paralegals

### ABOUT THESE STANDARDS

#### 1. Introduction

- This document contains the *National Competency Standards ("NCS") for Conveyancing Paralegals*
- A conveyancing paralegal is any non-lawyer who does significant amounts of legal work connected with conveyancing
- These standards have been jointly developed by the Institute of Paralegals and Land Registry with the kind assistance of solicitors' firms and others on the Institute's Standards Working Party
- NCS are a range of competency standards for paralegals, legal secretaries and others. For more information/to down-load all standards free-of-charge, please visit [www.LegalStandards.org](http://www.LegalStandards.org)
- The main purpose of these NCS is to provide you with clear and nationally consistent benchmarks to aid with recruitment, training, appraisal and career development
- If you are a paralegal following the Institute's national career path ( the Route to Qualification – see [www.instituteofparalegals.org/membership\\_of\\_paralegal.jsp](http://www.instituteofparalegals.org/membership_of_paralegal.jsp) ) then:

The Introductory Level NCS for Paralegals are relevant to you if you are at the start of your career (Affiliate or Associate status)

The Intermediate Level NCS are relevant to you if you are more advanced in your career, i.e. over four years' practice experience (Certified Paralegal status)

These conveyancing paralegal NCS are relevant to you if you are a senior paralegal who has or is aiming to achieve Qualified Paralegal status. NB: if you are practising in another area then you should instead refer to the general Advanced Level Paralegal NCS

- These Conveyancing NCS are designed for use by all experienced non-lawyers involved in conveyancing transactions, regardless of their job title or their employer (solicitors' firm; paralegal law firm; local government; in-house property department; surveyor's practice; developer etc)

- These Conveyancing NCS have such wide applicability because they focus on the core skills, abilities and knowledge needed to undertake conveyancing work, rather than on the expertise needed to conduct a particular type of transaction from a particular perspective (vendor, purchaser, developer etc)

## 2. Does your work constitute paralegal work?

Outside of the route to qualification offered by the Institute, there is no nationally consistent use of job titles for paralegals. Even when the same job title is used, the underlying job and its responsibilities/authority may be completely different. Accordingly the relevance of these standards should be determined by work done, not job title.

You can consider yourself to be a conveyancing paralegal if you frequently do the legal elements of conveyancing work, whether or not your time is charged for. The paralegal role is distinguished from the *secretarial* role played by legal secretaries, and the *administrative* role played by legal assistants: both of which have their own NCS series (again, see [www.LegalStandards.org](http://www.LegalStandards.org)).

## 3. Professional conduct obligations

These NCS incorporate the core professional conduct obligations imposed upon individual conveyancing paralegals working for solicitors and have been vetted with the kind assistance of the Solicitors Regulation Authority (“SRA”).

The SRA professional conduct requirements are still relevant to you even if you do not work for a solicitor, because the SRA requirements are quite general and constitute best practice. They simply reflect current professional practice and expectations.

## 4. Possible additional standards

Please speak to your line/HR manager before using these standards as there may be additional internal standards that your organisation also needs you to comply with.

## 5. Are you using the most up-to-date version?

The role of the conveyancing paralegal is changing rapidly. Therefore these NCS will be updated as required, so please ensure you have the latest version. **This is the April 2010 edition.**

By visiting [www.LegalStandards.org](http://www.LegalStandards.org) you can check whether this edition is the most recent version. Please also visit that web-site if you would like to subscribe to our automatic update notification service.

## 6. General

Please follow your organisation’s guidance on how these standards are to be used.

When following these standards we have assumed that:

- You will know of any relevant internal procedures that your organisation may have;
- You will interpret and apply these standards only to the extent of your job remit and authority, e.g. the Client Relations standard C-CR6 (*“Ensure that as the matter progresses colleagues are, when necessary, kept up-to-date”*) applies only as far as it is relevant to your job and responsibilities. It does not oblige you to take on the role of team newscaster, making sure that everyone knows everything they need to know;
- You appreciate that you are expected to apply these standards courteously, promptly, professionally and competently.

As a legal professional you will be expected to demonstrate common sense and judgment, and to:

- Receive instructions and act upon them independently;

- Act autonomously in the management of your workload, seeking timely advice when necessary.

#### 7. Land Registry

For details of all services, current practice, future developments and publications that can be downloaded free of charge, visit Land Registry's website at [www.landregistry.gov.uk](http://www.landregistry.gov.uk)

You will see that standards C-LR1 - C-LR11 set out the minimum levels of knowledge and professionalism that you are expected to display when dealing with Land Registry. Land Registry can help you develop your land registration skills in ways to suit you, from short online modules to complete distance-learning courses spread over 1 and 2 years.

If you would like more information please visit the Education and Training pages at Land Registry's website at [www.landregistry.gov.uk](http://www.landregistry.gov.uk)

#### 8. For more information on these standards or to give feedback

For more information please speak with your HR or line manager in the first instance. Otherwise please:

- Visit the Institute's legal standards web-site at [www.LegalStandards.org](http://www.LegalStandards.org)
- Email [standards@theiop.org](mailto:standards@theiop.org)
- Call (+44) (0) 20 7099 9122

If you have any comments, feedback or suggestions for improving these standards we would love to hear from you – contact details as above.

#### 9. Keep up-to-date with paralegal matters

The paralegal world is fast changing. To keep up-to-date with events that may affect your practice, employment or career then subscribe to receive the Institute's free monthly e-newsletter, *The Paralegal Practitioner*.

To subscribe, and to view recent past editions, please visit [www.ParalegalPractitioner.com](http://www.ParalegalPractitioner.com) or to just subscribe, e-mail your name and address to [newsletter@theiop.org](mailto:newsletter@theiop.org).

If you wish to subscribe your colleagues, students or clients that is fine too.

## QUALIFYING AS A PARALEGAL

*Turning a job into a career; an occupation into a profession*

You become a paralegal by getting a job as a paralegal. You do not need any particular qualification and you do not need to be a member of the Institute of Paralegals. However, if you want to be a recognised legal professional; if you want to have a career rather than a job; if you want to be part of a profession rather than just having an occupation; and if you want to be acknowledged as a professional legal practitioner, then you need to join the Institute and work towards Qualified Paralegal status.

This is because anyone can call themselves a paralegal, regardless of experience, training or ability. This means that the term 'paralegal' is hazy and does not command much respect from legal professionals, clients, the courts etc. The alternative is to become a recognised legal professional by following the Institute's national career path with its Paralegal Code of Conduct, Continuing Professional Development requirements, National Competency Standards and recognised professional designations.

The Institute offers the only national career path for paralegals. It is a four-stage career path:

**Affiliate:** this grade of Institute membership is for aspiring paralegals who do not yet practice

**Associate:** this grade of Institute membership is for practising paralegals who have less than four years good practice experience. Effectively this is the apprenticeship/trainee stage

**Certified Paralegal:** this grade of Institute membership is for experienced practising paralegals. To achieve Certified Paralegal status you typically need a minimum of four years solid practice experience. People with certain legal qualifications need only two years' experience and LPC graduates need only one years' experience. Effectively this is confirmation of "flying hours". Certified Paralegal status makes you a full member of the Institute, allowing you to also use the letters M.Inst.Pa after your name.

**Qualified Paralegal:** this grade of Institute membership is for the top practising paralegals. To achieve Qualified Paralegal status you need to meet all of the criteria for Certified Paralegal status and have passed a mandatory Institute course. This is necessary because Qualified Paralegal status tells legal professionals, clients and others that you are competent (by dint of having passed examinations). Qualified Paralegal status makes you a Fellow of the Institute, allowing you to also use the letters F.Inst.Pa after your name.

You can apply to join today: visit [www.Instituteofparalegals.org](http://www.Instituteofparalegals.org).

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## APPLICATION OF CONVEYANCING EXPERTISE

As an experienced conveyancing practitioner you are expected to have significant legal expertise in relation to conveyancing and related transactions.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do in relation to both registered and unregistered land:

- 
- C-ACE1 Know the law and procedure relevant to the conveyancing transactions you handle
  - C-ACE2 Apply your legal expertise to the conveyancing transactions you handle
  - C-ACE4 Develop your knowledge of the law and procedure relating to conveyancing transactions
  - C-ACE5 Know how to draft contracts for the sale and purchase of land
  - C-ACE6 Know how to prove and investigate title to land
  - C-ACE7 Know how to identify and respond to defects in title
  - C-ACE8 Understand the significance of basic planning law as it affects conveyancing transactions
  - C-ACE9 Understand the importance of rights and burdens affecting land and how to identify and protect them
  - C-ACE10 Understand mortgages and how to register and discharge them
  - C-ACE11 Know the searches and enquiries prior to exchange, if any, which need to be undertaken in respect of matters you handle
  - C-ACE12 Understand the significance and mechanics of exchange
  - C-ACE13 Know the pre-completion searches and enquiries, if any, which need to be undertaken in respect of matters you handle
  - C-ACE14 Understand the significance and mechanics of post-completion registration procedures

C-ACE15 Understand and know how to complete, and submit if required, the main forms and documents relevant to the matters you handle

C-ACE16 Appreciate the special nature of leasehold transactions

C-ACE17 Understand the particular characteristics of new build property transactions

C-ACE18 Understand when it is appropriate to pass conveyancing matter to a more senior colleague or litigator or seek their advice

End

## BUSINESS AWARENESS

If you are a conveyancing practitioner who interacts with clients, you will be expected to have a good understanding of the commercial nature of your organisation (if relevant).

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

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- C-BA1 Understand the structure of your organisation and how it derives its income/funding
- C-BA2 Understand the structure of your department/team
- C-BA3 Know from where your department/team derives its work and how it markets itself
- C-BA4 Where relevant to the matter, understand your client's business/other activity and operating environment sufficiently to allow you to anticipate their likely needs and problems
- C-BA5 Identify ways to do your work appropriately so that costs are minimised and (if relevant) income maximised
- C-BA6 If your organisation charges for the work you do understand in detail how this sum is calculated
- C-BA7 Where relevant to the matter, understand how your clients generate their income/funding
- C-BA8 Discuss with your clients whether there are other matters that your organisation can assist them with
- C-BA9 Identify opportunities to cross refer clients to other parts of your organisation, and discuss it with colleagues
- C-BA10 Tell the appropriate colleague if you identify any genuine opportunity for your organisation to acquire a new client. If it is a potential new client for your department, present a proposal to your line manager on how to proceed

End

## CLIENT RELATIONS

If you are a conveyancing practitioner who interacts with clients, then good client relations are essential.

Good client relations are primarily about three things:

- A. The way you treat your clients and the attitude you display when dealing with them;
- B. Your application of your organisation's policies on dealing with potential and existing clients;
- C. As a legal practitioner having direct contact with clients, acting in an appropriate and professional manner and taking direct personal responsibility for client care in all your dealings with your clients.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

- 
- C-CR1 Get background information about the client, their business (where relevant) and the issue they are consulting you on
  - C-CR2 Comply with any internal Know-Your-Client procedures
  - C-CR3 Comply with any internal guidelines and professional conduct obligations relating to new clients
  - C-CR4 Identify your client's expectations and manage them
  - C-CR5 Keep your client updated as the matter progresses, and comply with professional conduct obligations, particularly with respect to costs
  - C-CR6 Ensure that colleagues are kept up-to-date where necessary as the matter progresses
  - C-CR7 Act in a professional and courteous manner when dealing with clients, potential clients and third parties and always project a positive image of your organisation
  - C-CR8 Work in accordance with internal policies and procedures relating to client relations
  - C-CR9 Seek client feedback and receive it in a professional manner. Respond to it as appropriate
  - C-CR10 Know your organisation's complaints procedure and discuss with your line manager any situations where it might need to be invoked
  - C-CR11 React to your clients in a professional manner that takes into account the situation and context

C-CR12 Update your organisation's client database (if any) as necessary

C-CR13 Acknowledge enquiries from potential clients courteously and professionally and pass them on without delay to the appropriate person

C-CR14 Promote clients' confidence and trust through an organised, focussed and professional approach to your relationship with them

End

## COMMUNICATION

The ability to communicate clearly, concisely and accurately is one of the most important skills that conveyancing practitioners need. The need for this skill increases the more complex the matter handled.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

---

- C-COM1 Identify the outcome you wish to achieve from a proposed communication
- C-COM2 Communicate in a logical, clear, succinct and, where appropriate, persuasive manner
- C-COM3 Tailor your style of communication having regard to the circumstances and the recipient
- C-COM4 Demonstrate sensitivity to clients' and other recipients' diversity and to any vulnerability or disadvantage, and make appropriate adaptations to the style and content of your communications
- C-COM5 Use plain English in all communications and adhere to your organisation's house-style
- C-COM6 Adopt a courteous and professional tone in all your communications
- C-COM7 Know what information needs to be transmitted to agents, HiPs providers, surveyors and other third parties, and when
- C-COM8 Address all factual, legal and other issues as necessary
- C-COM9 Make a contemporaneous file note of all oral communications where appropriate
- C-COM10 Comply with your organisation's policies on the sending and filing of e-mails
- C-COM11 Take responsibility for the reliability of your communications, highlighting caveats and reservations where appropriate
- C-COM12 Where appropriate, monitor communications by any team members reporting to you and coach them as necessary
- C-COM13 Know how to prepare and send completion statements and certificates on title

End

## INTERVIEWING AND ADVISING

When interviewing and advising you are expected to:

- A. Achieve your instructions and the expected outcomes
- B. Manage your client's needs and expectations
- C. Interview and advise competently
- D. Record interviews and advice given and initiate follow up action as necessary

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

---

- C-IA1 Identify the purpose, context and required outcome of the interview/advice session
- C-IA2 Identify all legal, factual and conduct issues arising
- C-IA3 Identify all the documentation and information you need to prepare properly
- C-IA4 Plan and manage the interview/advice session and its environment
- C-IA5 Use effective listening and questioning techniques
- C-IA6 If appropriate identify the needs, concerns and goals of the interviewee/advisee and tailor your approach accordingly
- C-IA7 If relevant identify and explain the implication of any rights of occupation enjoyed by a third party
- C-IA8 Identify, agree and record any necessary caveats (e.g. discussion is subject to contract) at the outset of the session
- C-IA-9 If relevant, inform the client of the legal significance and implications of exchange of contracts and completion
- C-IA10 If relevant, inform the client of the legal significance and implications of entering into/discharging their mortgage
- C-IA11 If relevant, inform the client of the legal significance and implications of delays in conveyancing transactions and possible remedies

- C-IA12 Identify and expand upon important information and issues
  
- C-IA13 If appropriate, identify, explain and discuss possible courses of action and the implications with the interviewee/advisee
  
- C-IA14 Treat the interviewee/advisee with courtesy and respect
  
- C-IA15 Record the interview/advice session in accordance with your organisation's guidelines
  
- C-IA16 Be able to conclude the session appropriately: giving advice, instructions and details re next steps where required

End

## LAND REGISTRY REQUIREMENTS

As a legal professional handling conveyancing transactions, Land Registry expects you to display minimum levels of knowledge and professionalism in your dealings with it.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

- 
- C-LR1 Be aware of the different sources of Land Registry information and know how to access it
  - C-LR2 Be aware of the range of Land Registry services and when to use them
  - C-LR3 Know which Land Registry office is the proper office to which an application, relevant to the particular matter you are handling, must be delivered and the implications of sending it elsewhere
  - C-LR4 Know how to accurately complete applications for searches that are relevant to the matters you are handling and to make them at the appropriate time and to the appropriate office
  - C-LR5 Be aware of the effect of priorities in relation to both official searches and substantive applications
  - C-LR6 Ensure that where plans are required in relation to searches or applications, they are of appropriate quality, conform to Land Registry specification, if any, and show all references, if any, referred to in the documentation
  - C-LR7 Ensure that the correct forms are completed accurately and are lodged with the applications relating to the matters that you are handling, at the appropriate time and at the appropriate office
  - C-LR8 Ensure that applications, relating to matters you are handling, are lodged with a complete set of relevant documentation, if any, at the appropriate time and at the appropriate office
  - C-LR9 Be aware of Land Registry requirements, if any, in relation to the identity of applicants and other relevant persons, if any
  - C-LR10 Be aware of the current Land Registry fee order and ensure that the correct fees are lodged with applications
  - C-LR11 Be aware of Land Registry procedures for rejection, cancellation and extension of applications

End

## MANAGING OTHERS

Depending on your level of seniority, you may be expected to manage/supervise others.

If so, this is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

---

- C-MO1 Actively manage your team
- C-MO2 Manage your team's workload
- C-MO3 Set objectives for your team and update as necessary
- C-MO4 Manage your team's activities so as to meet billing and similar targets
- C-MO5 Manage your team's activities to meet any relevant Lexcel or other quality mark
- C-MO6 Give regular feedback on performance to individuals and the team as a whole
- C-MO7 Support team members to achieve objectives and give recognition when met
- C-MO8 Resolve problems effectively
- C-MO9 Identify any skills gaps in your team and discuss with your line manager
- C-MO10 Provide training, coaching guidance where required
- C-MO11 Periodically review your team's performance and, where appropriate, suggest changes
- C-MO12 Be aware of and apply the HR policies relevant to you as a line manager
- C-MO13 Be aware of, and ensure compliance with, any professional conduct obligations relevant to you as a line manager
- C-MO14 Identify situations when you need to seek guidance on HR, people management or regulatory issues
- C-MO15 Help foster within your team an atmosphere of continuous learning, development and improvement

## NEGOTIATING

As a conveyancing practitioner, you will be expected to occasionally engage in negotiations.

This is what the *National Competency Standards for Conveyancing Paralegals* require of you:

---

- C-N1 Identify the purpose, context and required outcome of the negotiation
- C-N2 Understand the main legal, factual and conduct issues arising
- C-N3 Identify all documentation and information you need to prepare properly
- C-N4 Demonstrate the ability to plan and manage the negotiation and its environment
- C-N5 Be able to exploit the strengths and weaknesses of the matter from each party's perspective
- C-N6 Be able to exploit the legal strengths and weaknesses of the matter from each party's prospective
- C-N7 Demonstrate an ability to devise successful negotiation strategies and tactics
- C-N8 Be able to document the negotiations and any resolution and discuss it with your client in the way that he/she understands
- C-N9 Analyse the outcome and identify appropriate next steps
- C-N10 Treat other parties in the negotiation with courtesy and respect

End

## PRACTICAL LEGAL RESEARCH

Being able to undertake effective legal research is an important skill for a conveyancing practitioner.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

---

- C-PL1 Know where and how to access information about conveyancing transactions
- C-PL2 Know where and how to access information on Land Registry web-site about conveyancing matters
- C-PL3 Know the required outcome before commencing
- C-PL4 Establish any deadlines, and meet them
- C-PL5 Compile research findings citing sources, conclusions and caveats and present in a format most suitable for the intended recipient
- C-PL6 Where appropriate save or record research so your colleagues can benefit from it
- C-PL7 Identify if time spent on research is chargeable and, if so how much and upon what basis
- C-PL8 Advise more junior colleagues on where and how best to research conveyancing transactions

End

## PROFESSIONAL CONDUCT

As a conveyancing practitioner providing legal services, you are subject to compliance obligations and expectations imposed by law, regulatory bodies and your organisation.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

- 
- C-PC1 You must provide a good standard of client care and work, exercising competence, skill and diligence
  - C-PC2 Conduct yourself so that clients are able to place their trust in you
  - C-PC3 Keep the affairs of your organisation's clients and former clients confidential
  - C-PC4 Keep your organisation's business confidential
  - C-PC5 Understand the rules of conflict of interest relevant to the matters you handle both when taking instructions and at any other stage during a conveyancing transaction
  - C-PC6 Act at all times in a non-discriminatory manner and comply with your organisation's equality and diversity policies and statutory requirements
  - C-PC7 Understand both your organisation's anti-money-laundering policies to the extent that they apply to your work and Land Registry's requirements regarding identity verification
  - C-PC8 Know the limits of your authority and seek guidance when uncertain
  - C-PC9 Act in a professional and courteous manner at all times
  - C-PC10 Understand the importance and significance of undertakings
  - C-PC11 Know your organisation's policy on your giving and receiving undertakings
  - C-PC12 Understand professional conduct requirements relating to conveyancing contract races
  - C-PC13 Be aware of the limits of your organisation's authorisation under the Financial Services and Markets Act

End

## SELF-AWARENESS AND DEVELOPMENT

As a legal professional, you will be expected to play an active role in discussing with your organisation your job, the skills you need for it, and how you can best develop those skills and your career.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

- 
- C-SA1 Evaluate the strengths and weaknesses of your professional skills and knowledge
  - C-SA2 Be aware of any changes in your organisation's procedures and relevant compliance and regulatory obligations
  - C-SA3 Reflect on experiences and mistakes so as to improve your future performance
  - C-SA4 Periodically ask for constructive feedback about your performance. Consider issues identified and have a follow-up discussion with your line manager about how to improve your performance
  - C-SA5 Identify the training and development you need to do your job more effectively and to further develop your career. Plan and, where possible, put into effect those improvements
  - C-SA6 Keep a record/portfolio of your progress and achievement in meeting these standards
  - C-SA7 Be aware of the limits of your ability and seek guidance when asked to work beyond them
  - C-SA8 Contribute positively to any appraisal program you are involved in

End

## WORKING WITH OTHERS

As a conveyancing practitioner you need the ability not just to work well with your colleagues, but also to influence them positively. You are under an obligation to work and interact with colleagues in a professional and courteous manner and to remember that junior colleagues may often look to you to guidance as to how to behave.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

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- C-WO1 Treat colleagues professionally and with respect
- C-WO2 Appreciate your own role and responsibilities and recognise those of others
- C-WO3 Demonstrate a commitment to your job and your organisation
- C-WO4 Co-operate with, support and share information with colleagues to further your organisation's objectives
- C-WO5 Read staff communications issued by your organisation and support new initiatives
- C-WO6 Promote good team relations
- C-WO7 Identify situations where the support of colleagues is needed and discuss with them
- C-WO8 Demonstrate awareness of the impact of your behaviour and actions on colleagues
- C-WO9 Where appropriate provide guidance to junior colleagues about acceptable behaviour and team working

End

## WORKLOAD MANAGEMENT

In a work environment that is often hectic, frequently pressured and always changing, the ability to be well-organised and manage your workload is essential.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

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- C-WM1 Provide a good standard of work, exercising competence, skill and diligence
- C-WM2 Plan and prioritise your work through use of a diary, 'to-do' list and effective time management techniques
- C-WM3 Set realistic timescales, re-prioritising other work as necessary
- C-WM4 Liaise regularly with your line manager about your workload and availability
- C-WM5 Meet deadlines or give a warning as soon as reasonably possible that a deadline is causing difficulty and identify an alternative delivery date
- C-WM6 Give clear deadlines to third party service providers and monitor their compliance
- C-WM7 Record work done as necessary for compliance/billing/file management purposes
- C-WM8 Delegate work effectively where possible
- C-WM9 Manage your workload to best ensure that matters are resolved in a timely manner
- C-WM10 Where relevant, regularly review and manage workloads within your team
- C-WM11 Ensure that searches and enquiries are undertaken in a timely manner
- C-WM12 Know the workload you can safely handle notify your line manager when you feel that this is being exceeded

End

## WRITING AND DRAFTING

As a conveyancing practitioner, you need to be able to prepare and draft correspondence and a range of conveyancing documents.

You should be able to formulate and present a coherent piece of writing based upon facts, general principles and legal authority, in a structured, concise and where appropriate, persuasive manner.

This is what the *National Competency Standards for Conveyancing Paralegals* require you to be able to do:

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- C-WD1 Know which letters, forms and documents are commonly used in conveyancing transactions appropriate to your level of seniority and have an understanding of why and when they are required
- C-WD2 Draft the letters and documents commonly used in conveyancing transactions appropriate to your level of seniority
- C-WD3 Be able to use precedents and look to add to your organisation's precedent bank where appropriate
- C-WD4 Be able to draft and amend documents in a form and structure appropriate to the parties, circumstances, good practice and law
- C-WD5 Be able to write in plain grammatical English, in a style appropriate to the circumstances and recipient
- C-WD6 Know the documents used in conveyancing transactions appropriate to your level of seniority that require stamping, registration etc to be valid. Know how to do this
- C-WD7 Be able to critically review and respond to letters, forms and documents received
- C-WD8 Comply with any internal guidelines relating on writing/drafting style/format
- C-WD9 Assist junior colleagues

End

**NOTES**  
**(NOT PART OF THE STANDARDS)**

**A. Assistance in creating these standards**

The following individuals formed the core drafting party for these standards:

- Robert Abbey, University of Westminster
- Alaine Bulmer, Land Registry
- Penny Magennis, Nick Peterken, solicitors
- James O’Connell, Institute of Paralegals
- Mark Richards, University of Westminster
- Nicole Rimmer, Land Registry
- Steve Wilcock, Institute of Paralegals

The following organisations are either (a) on/were on the main National Competency Standards Working Party that helped finalise these standards, or (b) requested a watching brief. Their assistance is much appreciated:

1. Berrymans Lace Mawer	37. Legal Services Board
2. Birmingham City University Law School	38. Legal Services Commission
3. Blackburn College	39. Legal Services Ombudsman
4. Bond Pearce LLP	40. Manches LLP
5. Buckles Solicitors LLP	41. Mayo Wynne Baxter LLP
6. Charles Russell	42. Mills Reeve
7. Central College Glasgow	43. Ministry of Defence
8. Cobbetts	44. Ministry of Justice
9. Compliance Recruitment Solutions	45. Morgan Cole
10. Council for Administration	46. Munday’s LLP
11. Crown Prosecution Service	47. Nick Peterken, solicitors
12. Dawsons	48. Norton Rose
13. Denton Wilde Sapte	49. New York City Paralegal Association
14. Dickinson Dees LLP	50. Pinsent Masons
15. Edwards Angell & Palmer Dodge LLP	51. Platinum Training Solutions
16. Eversheds	52. Police National Legal Database
17. Farrer & Co.	53. Potter Farrelly & Associates
18. Field Fisher Waterhouse LLP	54. Reed Smith
19. Finers Stephens Innocent LLP	55. Resolution
20. Fox Williams LLP	56. Shakespeare Putsman LLP
21. Gide Loyrette Nouel	57. S J Berwin LLP
22. Halliwells	58. Scottish Paralegal Association
23. Harvey Ingram LLP	59. University of Lincoln Law School
24. HBJ Gateley Waring LLP	60. Shearman & Sterling
25. Herbert Smith LLP	61. Shepherd Evans
26. HR in Law	62. Simmons & Simmons
27. Jacobs Solicitors	63. Skills for Justice
28. Keoghs LLP	64. Solicitors Regulatory Authority
29. Land Registry	65. Taylor & Emmet
30. Law Society of England & Wales	66. Taylor Vinters
31. Law Society of Scotland	67. Thompsons
32. Law South	68. Thomson Snell & Passmore
33. LawNet	69. TLT solicitors
34. Legal & Contract Services Limited	70. University of Lincoln
35. Legal Education & Training Group	71. University of Westminster
36. Legal Secretaries of DC	72. Weightmans
	73. Wragge & Co.

## B. Updating these standards

These NCS are reviewed and updated as necessary to ensure that they reflect current practice. If your organisation wishes to become a member of the National Competency Standards Working Party, or to have a watching brief, please contact us.

### A. Contacting the Institute

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### B. Contacting Land Registry

Land Registry has offices nationwide. Please visit [www.landregistry.gov.uk](http://www.landregistry.gov.uk) to obtain contact details for the appropriate Land Registry office.

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