

Illustration

Kate, 19 yrs, is fresh out of her 'N' levels, with no prior work experience. She is interested in joining a law firm as a legal secretary but is not sure if she has the requisite qualifications. Kate refers to the LIFTED (Legal Support) map and sees that she could instead start out as an Administrative Assistant (a Level 1 support role) and progress to a Legal Secretary role after a few years of experience and acquiring some additional skills. She is able to make an informed decision to apply for an Administrative Assistant role at ABC Law Firm.

Industry: Legal Services

Occupation: Legal Support & Paralegals

Job Role: Legal Support 1 (0-3yrs)

WHO

Pre-requisites:

No prior working experience needed.

Minimum ITE Higher Nitec or GCE 'N'-Level Certificate.

Minimum L7 High Advanced Competence in Workplace Literacy and Workplace Numeracy (WSQ).

WHY

Job Profile:

Work is administrative and clerical in nature. It is not substantively legal but involves details and contexts which require familiarity with key systems and nomenclature used by the legal community. The work is routine, assigned and closely-supervised until familiarity with applicable procedures and guidelines is established.

Standard of Performance:

A competent individual in this role demonstrates a high level of attention to detail, diligence, integrity and dependability. S/he completes assigned work to specified deadlines, accurately and performs routine work independently once familiar with the established guidelines and procedures.

WHAT

Key Competencies:

- Operate common workplace technologies.
- Communicate appropriately and effectively.
- Use the English language correctly.
- Use legal terminology correctly.
- Proofread printed and digital documents.
- Use common legal portals for administrative tasks.
- Perform word-processing duties.
- Perform receptionist duties.
- Coordinate routine office maintenance and procurement duties.
- Comply with legal industry protocols and norms.
- Comply with duties of confidentiality.
- Appreciate work within Singapore legal landscape.
- Comply with professional ethical requirements.

HOW

SAL Training Programmes:

- Success for Support Staff
- Introduction to the Legal Industry & Understanding the Work of Legal Professionals
- An Introduction to the Fundamentals of the Personal Data Protection Act (PDPA) For Non-Legal Personnel
- eLitigation Training: Users
- Essential Word-processing
- Grammar Foundations
- Better Emails (Blended)
- Proof-read to Perfection

Industry: Legal Services

Occupation: Legal Support & Paralegals

Job Role: Senior Paralegal (5+ yrs)

WHO

Pre-requisites:

Prior industry working experience needed.

Paralegal qualification needed.

Minimum L8 High Advanced Competence in Workplace Literacy and Workplace Numeracy (WSQ).

WHY

Job Profile:

Work is supervisory and advisory in nature involving project management and day-to-day management of work-related systems in specialist areas. Work is non-routine and problem-based and requires some degree of strategic thinking. A high amount of monitoring, reporting, planning and coordination is involved.

Standard of Performance:

A competent individual in this role demonstrates a proactive attitude towards improving work processes and systems to address possible areas of operational lack or risk. S/he possesses an in-depth understanding of the systems s/he specialises in and devises, implements and reports on the operation of such systems using appropriate metrics.

WHAT

Key competencies:

Facilitate evidence-based decision-making in legal services environments.

Perform conflict management and negotiation in legal services environments.

Foster and motivate effective and engaged teams in legal services environments.

Use data analytics tools relevant to legal services environments.

Specialisms:

Family Law

IP Law

Structured Products Documentation

Corp Sec & Governance

Project Management & BPR

Risk & Compliance Management

Law Office Management

Legal Business Development

KM and Research

Info Sys, eDiscovery and Liti Support

HOW

SAL Training Programmes:

SAL will develop the Specialist Certificates for the various specialisms, collaborating with learning partners where appropriate.

Illustration

Mary, 37 years, pursued her Temasek Polytechnic Diploma in Legal Executive Studies over 3 years while she worked as a Legal Secretary at XYZ Law Firm. After completing the course, Mary was promoted to a paralegal role in the firm. It has been about four years since she became a paralegal and Mary is getting restless in her role as the work is fairly standard. She is interested in family law work at the firm and wishes to advance in that area of work. Mary refers to LIFTED (Legal Support) and sees that she could pursue a course to specialise in Family Law work. She raises this learning possibility and her desire to specialise in Family Law work to her HR professional during her annual performance review.