

Supervision: *compliance and practice*

Who this course is for

This one-day course is aimed at existing or prospective supervisors working in organisations that hold a Contract with the Legal Services Commission (LSC). It would also be a useful refresher for more experienced LSC Contract supervisors who have not attended either of our Supervision Compliance and Practice courses this year.

Course Description

Organisations are well advised to ensure that as many staff as possible meet the relevant Supervision Standards as set out in the Standard Civil Contract. Similarly, it is vital that Supervisors understand how to perform their role effectively so as to make best use of their time and maximise the performance of supervisees and quality of their work. This course draws from the two popular Supervision Compliance and Practice courses we ran this year, updating the essential messages and content into an intensive, time effective, one-day event. It focuses on:

- The purpose of supervision under LSC contract
- How to qualify as a category supervisor
- Requirements supervisors must demonstrate ongoing compliance with, including file review requirements set out in the SQM
- Structuring your supervision of staff, including making best use of individual casework meetings
- Good practice and tips for performing the role generally
- How to convince an auditor that you are an effective supervisor and be able to provide evidence in support

Aims of the course

By the end of the course, participants will:

- Understand LSC and auditor **expectations** of the supervisory role and what you need to do to meet them
- Be clear how to **qualify** as a category supervisor and how to demonstrate your **ongoing compliance**
- Understand how to implement best practice tips and ideas on **performing** the supervisory role **effectively**
- Be able to implement **compliant** supervision and file review systems
- Be more **confident** in supervising others and performing the role on a day-to-day basis