

Peer Review Immigration & Asylum Criteria Sheet

A. Understanding and communicating with the client

- (1) Ethical Issues: Identified client and understood best interest, confidentiality, disclosure and any conflict of interest? [y/n]
- (2) Understanding the client: Has the Provider taken sufficient instructions, and obtained sufficient information, to properly understand and progress the client's case, including the need for third party referrals? [rate 1-5]
- (3) Barriers to communication: How well has the Provider identified and dealt with barriers to communication? [rate 1-5]
- (4) Communicating advice to the client: How effectively has Provider communicated meaningful advice to the client
 - (a) at the outset; [rate 1-5]
 - (b) throughout the case; [rate 1-5]
 - (c) on closing the matter? [rate 1-5]

B. Case preparation

- (1) Understanding the issues: How well has the Provider identified the legal and evidential issues in the case? [rate 1-5]
- (2) Thinking ahead/case-planning: How effectively has the Provider dealt with the legal and evidential issues in the case (including, as appropriate, by way of a case plan and clear communication with the client about the issues to be addressed and possible supporting evidence) [rate 1-5]
- (3) Further information and evidence gathering: How effective was the Provider's further case preparation, including obtaining and critically examining information and documents from the client and relevant third parties? [rate 1-5]
- (4) Effective use of resources: How effective was the Provider in making use of available resources, including time and funding? [rate 1-5]

C. Representing the client

- (1) Presenting the client's case: How effective was the Provider in advancing the client's case to relevant third parties (including by way of written and oral representations, presentation of evidence and witness statements)? [rate 1-5]
- (2) File Management: Was the file well managed and does it properly reflect the work undertaken on the matter? [rate 1-5]
- (3) Has the client been prejudiced by the behaviour or work of the provider? [y/n]
- (4) Funding: Has the client been correctly advised about the availability of funding? [y/n]

D. What is the overall rating for the file [rate 1-5]