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CLIENT INTERVIEW COMPETITION

Supervised by
Mr. Masood Ahmed, Lecturer in Law at
University of Leicester

- Contents -

<i>Section</i>	<i>Page no.</i>
Overview	2
Format	3
Scoring	8
Progression	12
Tips	13
Lastly	14



- OVERVIEW -

The Client Interview Competition involves student competitors in teams of two interviewing another student acting as a client.

This competition focuses on the initial establishment of a professional relationship between a client and his or her solicitor(s).

Prior to each round, the client will be given a set of facts to learn about his or her scenario. The competitors, acting as the client's solicitors, must then attempt to discover the client's legal situation through teamwork and strategic questioning.

The goal is to fully grasp the client's legal position in order to develop and advise the most effective course of legal action.

This competition offers students an opportunity to practice and enhance their interviewing techniques. The ability to provide effective consultation is a fundamental skill that all solicitors must possess. Therefore, the students who are particularly interested in becoming solicitors would find participation in this competition rewarding.



E t i q u e t t e

Professionalism is absolutely fundamental as this competition requires competitors to act as solicitors. It is compulsory for competitors to be dressed in business formal attire.

Non-compliance with this dress code will result in a deduction of 10 points.



T i m e l i m i t s

Interviews will be subject to a time limit.

Time limits are 20 minutes for the interview and another 5 minutes for team reflection.

**May extend in the Finals.*



U s e o f n o t e s a n d e l e c t r o n i c s

It is strongly advised to avoid relying on scripts and to keep notes to a minimum. The same applies to mobile phones and laptops. Remember, professionalism is extremely important in all of our competitions!



Scheduling the interview

In the Preliminary Round and the Quarter-finals, the competitors are required to contact the relevant parties in order to schedule the interview.

Once the details of the round have been provided, teams must confirm with the judge(s) and each other the date and location of the interview within a week.

**Or less, depending on possible time constraints of the competition.*

Failure to do so without good reason will result in disqualification.



Layout of an interview

Preparation A week	*May shorten at later stages.
Interview 20 min	*May extend in the <u>Semi-finals</u> and <u>Finals</u> .
Self-reflection	5 min
Feedback	





Clients and confidentiality

Students of all years can sign up to be clients.

Rule of non-disclosure - students acting as clients will be provided with confidential information in the form of instructions and a new scenario prior to each round.

This information may not be circulated prior to the completion of that round, including any time before the distribution of scores for that particular round.

Failure to comply will result in the immediate termination of that person's involvement within the competition as a client, along with the immediate disqualification of any competitor to any competition. It follows that if a competitor is offered such information it must be rejected.

Scenario - the scenario may state important questions that effective interviewers would ask, enabling the judge to more effectively conduct a proper assessment of the competitors.

Follow the script - the confidential information provided is the only source of information the client is expected to draw on. Clients must be truthful and forthcoming with information where appropriate and may not conjure false information.



Legal topic and supervision

This competition involves preparation.

It requires competitors to conduct research into the law before the actual interview.

The scenario given to the client will dictate his or her legal situation. Competitors must demonstrate their legal knowledge by providing possible legal solutions for the client.

Area of law - the topic of law will be provided to the competitors prior to each round. It is important to emphasize that this is a skill-based competition and so, while legal knowledge is important, the focus is on elements including your ethical consideration, how you deal with the situation, and your ability to think on your feet.

Supervision

This year's competition will be supervised by
Mr. Masood Ahmed, Lecturer in Law at
University of Leicester.



Exceptional Circumstances

Exceptional circumstances for the purposes of this guide are defined as any circumstances that are not consistent with normal interviewing circumstances.

In such circumstances, the interview will be suspended or cancelled. This is because, due to the nature of the assessment criteria, there must be two competitors party to the interview at all times.

An interview cannot be properly executed in absence of one competitor to the interview, or if the client is absent from the interview.

The discretion to cancel or suspend the interview shall vest in the Competitions' Secretaries with regard to the reason for, and nature of, the exceptional circumstances,



Complaints

Should competitors have any complaints concerning the competition, please complete the complaints form obtainable from our Law Society Webpage and send it to both of the Competitions' Secretaries.



! Each criterion will be assessed out of 5 points.

- SCORING -

Interviews will generally be judged by a member of staff of the Law School of University of Leicester.

Interviews will be assessed on the same criteria (**11 TOTAL**) used by the *CIC for England & Wales*:

I. Working relationship

This will be judged on the quality of the relationship established.

Competitors must clearly inform the client of the duration and fee estimate for the interview and must comply with simple interview formalities.

II. Obtaining information

Competitors must ask appropriate questions and listen carefully to any responses in order to ask more probing questions. Making the client feel comfortable is crucial to encouraging them to be more forthcoming.

III. Client's goals, expectations and needs

Points will be allocated depending on how well the client's goals, expectations and needs are satisfied on a holistic basis, taking into account of all interactions during the interview.



- SCORING -

IV. Problem analysis

This relates to the effectiveness of competitors' analysis of the client's problem.

The depth of analysis will be linked to how successful the competitors were at obtaining information from the client.

V. Legal analysis and the giving of advice

Judges will consider the relevancy of legal advice provided to the client.

This is dependent on the personal legal knowledge of the competitors and its application.

Points under this section will likely indicate the level of any background research done.

VI. Developed and reasoned courses of action

Judges will consider how effectively the competitors developed potential courses of action for their client.

A properly developed course of action is usually well reasoned and communicated clearly to the client.

However, a poorly developed course of action is better than suggesting no course of action at all.



- SCORING -

VII. Client's informed choice

This deals with the relevancy of any courses of action provided to the client.

Coherent legal advice combined with a choice of appropriate courses of action will inevitably result in a more informed choice for the client.

VIII. Effective conclusion

The interview should be properly concluded by the competitors, involving some degree of evaluation of the different courses of action and the recommendation of one course.

Any queries made by the client should be adequately clarified.

IX. Teamwork

This will be judged on how well the competitors worked together as part of a team.

As all interviews are carried out in pairs, it is important for both competitors to appropriately assist each other in providing mutual support.

Also, no single competitor should completely dominate the lines of inquiry.



- SCORING -

X. Ethical issues

Competitors must observe the ethical issues associated with the interview.

The allocation of points is unique in that a maximum of 2 points may be awarded for full observation of ethical issues, as opposed to a penalty of 2 points for a strong violation.

XI. Post interview reflection

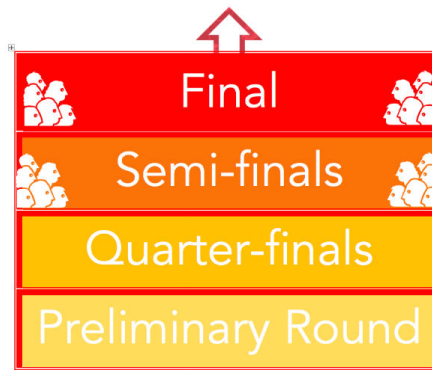
Points will be allocated upon presentation during self-analysis.

Responses must be communicated clearly, and teams should prepare for questions such as the identification of strengths and weaknesses during the interview.



- P R O G R E S S I O N -

Progression to the next stage of the competition is solely on the basis of points for each stage.



A d v a n c e m e n t t o E x t e r n a l s

External competitions for Client Interview are divided into two parts: regionals and nationals. These competitions will be held in the second semester and spaces are given by virtue of teams' performance in the internal competition.



The winners of this competition are automatically entered into the regional heats where they have the opportunity to attend the international competition.



- TIPS -

! Make sure you listen to what the client tells you and not what you want to hear.

! Option for open questions which would let the client talk and avoid yes or no questions as they can be very restrictive.

! Plan the time correctly, and don't let the client get carried away by talking.

- Niki Hadjivasiliou,

Finalist - LULS Client Interviewing Competition 2015

! Make sure you communicate well with your partner and know each other's strengths and weaknesses so that you don't interrupt each other when answering a client.

! Try to appear as cohesive as possible in front of the judge.

! Structure your address to the client around what you are being scored on and although you have to improvise at points, the beginning should be an easy point scorer and more structured.

- Scarlett Stock,

Semi-finalist - LULS Client Interviewing Competition 2015



- LASTLY -



Go on YouTube!

There are many great YouTube videos that will take you through the whole interviewing process.



Certificate of participation

Students who participate will receive a certificate acknowledging that they have successfully competed in this competition.



Good luck and have fun!

Enjoy and challenge yourself!

We wish you the best of luck in this competition!

For any further information please feel free to contact either Competitions' Secretaries on the email addresses provided below:

ykt6 & lmt22