

Best Practice Standards for Legal Aid Providers and Terms of Reference

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Standard for legal aid providers	Terms of reference	Auditing instruments
Acceptable qualification in criminal cases	<p>The lawyer participated in particular number of training</p> <p>The number of complaints concerning quality of legal aid does not exceed defined threshold etc.</p>	Statistical data in the reports
Suitable maintenance of Case Files and Records	<p>A lawyer maintains an electronic file in his or her case management system or a hard-copy file for each of his or her cases that records all material facts and transactions provides a detailed chronological record of work done and sets forth a planned course of action.</p> <p>A lawyer has internal file maintenance and calendaring systems to help manage his or her legal work, notes important deadlines and checks for potential conflicts of interest.</p>	File assessment
Effective and professional relationship with client	<p>The lawyer establishes an effective, professional relationship and a clear understanding about the defending with each client.</p> <p>The lawyer abides client's decision regarding the objectives of defending consistently with ethical and legal obligations</p> <p>The lawyer reasonably consults with the client regarding the means used to achieve those objectives</p> <p>The lawyer keeps the client reasonably informed of the status of the matter</p>	<p>Survey of False client</p> <p>Model client</p> <p>Standardized client</p> <p>Satisfactory surveys</p>

	The lawyer effectively consults the client throughout the defending to assure the client understands available options and the potential benefits and risks of each, informs client about possible actions of the lawyer.	
Suitable quality of prepared legal documents	The quality of prepared legal documents (motions, appeals, etc.) corresponds to the minimum requirements defined in the specific regulation	File assessment
Proficient defending of client rights	<p>Actions of the lawyer correspond with the best practice guidelines (defined based on the national law).</p> <p>The lawyer acts with reasonable diligence and promptness in defending a client.</p> <p>The lawyer interviews each client to explore the legal problem, elicit pertinent facts and circumstances, identify legal issues and the client's objectives</p> <p>The lawyer informs the client about the steps needed to address the legal problem.</p> <p>The lawyer investigates each client's legal problem establishing accurate and complete knowledge of all relevant facts.</p> <p>The lawyer conducts a legal analysis of each client's legal problem and research pertinent legal issues, when necessary and appropriate.</p> <p>The lawyer determines the course of action for handling the client's case that identifies applicable law and available remedies and enables the client and lawyer to make knowledgeable decisions to pursue the client's objectives.</p>	<p>File assessment</p> <p>Survey of False client</p> <p>Model client</p> <p>Standardized client</p>