

COURSE OUTLINE



COURSE NAME:	Virtual Legal Office	COURSE NO.:	LGST 125
INSTRUCTOR:		TERM:	SPRING 2015
E-MAIL:		COURSE CREDITS:	3
PHONE:		INSTRUCTIONAL HOURS PER WEEK:	3
OFFICE:		LABORATORY HOURS PER WEEK:	1.5

COURSE DESCRIPTION:

This course prepares legal administrative assistant students for positions in law offices. Students receive instruction in opening files, time keeping, diary systems, use of PC Law (a scheduler & client/file manager), ethical responsibilities, filing, and other procedures particular to the profession. The students will create client files, add documents to the files, bill clients and at the end of the course, close the files. The students will learn to manage time and projects while being interrupted with other urgent tasks. Transcription will be used as a means to deliver many course materials and instructions.

COURSE PREREQUISITES: LGST 127 – Computer Applications for the Legal Office I

REQUIRED TEXT and OTHER RESOURCES/SOFTWARE/EQUIPMENT:

- *Guide To Civil Litigation* (latest edition), Thomson Carswell
- *Guide To Wills & Estates* (latest edition), Thomson Carswell
- Voucher Card for Supplementary Materials
- USB flash drive
- Foot pedal
- Daily access to MS Office and Moodle
- Headset compatible with computer lab computers for dictation
- Express Scribe <http://www.nch.com.au/scribe/index.html>

COURSE FORMAT:

Expectations:

There will be two one and a half classes per week where students will complete assignments and tasks that will replicate tasks completed in a legal office. A one and a half hour weekly lab will be where quizzes, review sessions or group assignments will occur. A client file will be opened, documents created and added to it eventually be closed at the end of the course, after billing. Students will use office equipment and legal practice management software on campus computer labs to complete assignments.

COURSE OUTCOMES:

General Outcomes:

Students will chronologically follow the life of a client file from file opening to closing. Students will also learn other general office duties such as reception duties, diarizing, prioritizing, posting WIP and billing.

Specific Student Learning Outcomes:

Upon successful completion of this course, students will be able to demonstrate competence in the following abilities and skills:

ABILITIES		LEVELS*
COMMUNICATIONS	C1 Demonstrate the ability to prioritize phone messages, make appointments and create documents based on those phone messages.	1→3
	C2 Effectively communicate with lawyers and other staff in the scheduling of appointments and prioritizing events and tasks.	1→3
ANALYSIS AND DECISION MAKING	A1 Demonstrate the ability to effectively handle an upset and/or difficult client.	1→3
	A2 Demonstrate how to post to client ledgers and time ledgers.	1→3
	A3 Understand and apply the information found in the client ledgers to the creation of Statement of Account.	1→2
	A4 Understand and utilize correct techniques in diarization in Amicus.	1→3
	A5 Understand and apply the rules regarding confidentiality and ethical behaviour.	1→3
	A6 Identify proper file management systems and implement those systems.	1→3
SOCIAL INTERACTION	S1 Work in groups to simulate client telephone calls and other client interaction.	1→2

*See Faculty of Business – Our Commitment to Assessment and Constructive Feedback for description of the six “Levels” of Comprehension.

EVALUATIONPROFILE:

ASSESSMENT	% OF TOTAL GRADE	Learning Outcomes Assessed		
		COMMUNICATIONS	ANALYSIS AND DECISION MAKING	SOCIAL INTERACTION
Quiz 1	5	✓	✓	
Quiz 2	5	✓	✓	
Quiz 3	5	✓	✓	
Quiz 4 Citations	10	✓	✓	
Attendance & Participation in Assignments	10	✓	✓	✓
Litigation File	30	✓	✓	✓
Workplace readiness test	10	✓	✓	
Final Exam (practical & theory)	25	✓	✓	
TOTAL	100%			

COURSE CONTENT/SCHEDULE:

WEEK	CONTENT	Readings (pre-class)	In-class or Assignments Due
1	Introduction to the Law Firm, General office duties & equipment, Gmail, Scheduling	Chapter 1, 2	No Lab
2	Legal ethics, File Organization, Calendaring and scheduling, telephone etiquette	Chapter 3, 4, 5	Quiz 1 Lab: File Opening
3	Introduction to PC Law PC Law - New client and matter – Checklists – Opening files		Lab: Dictation/Proofread Retainer
4	PC Law - Telephone Messages and Conflicts		Lab: Dictation/Proofread: Retainer and Quiz Prep
5	Mock client interview, dictation and opening files PC Law – Creating BFs & taking messages		Quiz 2 Lab: Dictation/Proofread Consent and Request for Medical Records
6	Courier Retainers, Fees & Disbursements	Chapter 6	
7	Reading Break – No classes		
8	Retainer Creation WIP & A/R	Chapter 7	Workplace Readiness Test – mandatory passing to be placed for practicum
9	Legal citations Review	Citations Handout	
10	Disbursement and Time Entries in PC Law BC Online		Quiz 3
11	Agents, filling out waybills, preparing an NOCC Cheques, Deposit slips		Quiz 4 – Citations
12	Posting WIP time and disbursements on PC Law and producing pre-bills		
13	Undertakings, Releases, Cheque Requisitions Review and Class time to complete files		Mock Practical Final
14 & 15	Final Exam		FINAL EXAM

UNIVERSITY POLICIES AND EMERGENCY PROCEDURES

Capilano University has policies on Academic Appeals (including appeal of final grades), Student Conduct, Cheating and Plagiarism, Academic Probation and other educational issues. These and other policies are available on the University website.

Emergency Procedures are posted in every classroom. Students are directed to review these.

FACULTY OF BUSINESS AND PROFESSIONAL STUDIES POLICIES

In addition to the policies of the University, the Faculty of Business and Professional Studies has the following policies governing the management of our classes and curriculum.

Attendance

Regular attendance and punctuality are both essential and expected due to the nature and format of the course materials.

Cheating and Plagiarism

Cheating is an act of deceit, fraud, distortion of the truth, or improper use of another person's effort to obtain an academic advantage. Cheating includes permitting another person to use one's work as his or her own. Plagiarism is the presentation of another person's work or ideas as if they were one's own. Plagiarism is both dishonest and a rejection of the principles of scholarship. Information about how to avoid plagiarism by proper documentation of sources is available in the Library, the Writing Centre and is published on the University website.

Penalties for Cheating and Plagiarism

A grade of '0' for an examination, quiz or assignment or 'F' for the course may be assigned if cheating or plagiarism has taken place. First incidents deemed by the instructor to be particularly serious or second or subsequent incidents of cheating and plagiarism will be dealt with under the provisions of the University Policy on Cheating and Plagiarism (see the University website). All students should familiarize themselves with the University Policy on Cheating and Plagiarism as such behaviour can result in suspension from the University.

Incomplete Grades

Incomplete grades will not be given unless special arrangements have been made with the instructor prior to the date set by University Administration.

Professional Behaviour

Students must demonstrate a professional attitude and behaviour toward work, fellow students and their instructors. Each student should demonstrate reliability, respect for and co-operation with colleagues. A willingness to work calmly and courteously under difficult conditions as well as a determination to achieve first-class work while meeting deadlines is necessary in the Faculty of Business & Professional Studies. Students should have respect for equipment and systems. Students should display a constructive response to criticism.

Copyright Policy

Students are expected to familiarize themselves with and abide by the University's Copyright Policy. The University's Copyright Policy is published on the University website.

SCHOOL OF LEGAL STUDIES POLICIES

In addition to the University and Faculty of Business and Professional Studies policies, the School of Legal Studies has the following policies governing the management of our classes and curriculum.

Missed Exams and Quizzes

Missed exams or quizzes will receive a grade of "0" unless PRIOR arrangements (wherever possible) are made with the instructor. Permission to make up an exam will only be given in extraordinary situations such as illness of the student or the death of a close family member. A doctor's certificate, or other proof supporting the reason for the absence, may be required.

English Usage

All assignments are marked for correct English usage, proofreading and formatting.

LEGAL ADMINISTRATIVE ASSISTANT CERTIFICATE COURSE LEVEL POLICIES

In addition to University, Faculty of Business and Professional Studies, and School of Legal Studies policies, the following policies govern the management of this Paralegal Program course and its curriculum.

Grading Profile

A+	90-100%	B+	77-79%	C+	67-69%	D	50-59%
A	85-89%	B	73-76%	C	63-66%	F	0-49%
A-	80-84%	B-	70-72%	C-	60-62%		

Assignments

Homework assignments are due at the **start of class** on the due date unless otherwise advised by your instructor. Late assignments will only be accepted if prior approval for a late submission date has been given by the instructor.

Participation Grades

If course participation is part of the evaluation profile, the grade is based on the student's participation in weekly classroom or online discussion forums. Both the frequency and the quality of the student's comments, questions and observations are important factors in determining course participation. The quality of participation is determined by, among other things, the relevance, insight and clarity of the remarks. Course participation is also determined by the student's willingness to work with other classmates in a productive, prompt and respectful manner.

In-Class Testing

Please note that the use of electronic tools such as calculators and cell phones, or other resources such as written materials, is not allowed during tests, quizzes, and exams, unless expressly authorized by the instructor.

Express additional clarification/expansion of departmental or course level policies may be provided at the discretion of the instructor.



CAPILANO UNIVERSITY VISION, MISSION AND GOALS

UNIVERSITY VISION

Students are drawn to our dynamic and unique programs, passionate faculty, welcoming staff, and close-knit learning environment; graduates are independent learners, thinkers, and doers actively contributing to their communities.

UNIVERSITY MISSION STATEMENT

We are a teaching-focused university offering a wide range of programs and services that enable students to succeed in their current studies, in their ongoing education, in their chosen careers, in their lifelong pursuit of knowledge, and in their contribution as responsible citizens in a rapidly changing and diverse global community.

UNIVERSITY GOALS

Arising from the Mission statement, the Institutional Goals are broadly defined as the general areas of success that are desired for all students. From the Mission, the Institutional Goals are:

- Student success in ongoing education
- Student success in chosen career
- Student success in lifelong pursuit of knowledge
- Student success in contributing as responsible citizens in a rapidly changing and diverse global community

In order to support student success in these areas, the institution has identified seven broad learning outcomes for students in all programs.

These **institutional student learning outcomes** are:

1. Self-directed learning, awareness, and responsibility
2. Up-to-date information gathering and research skills
3. Communication skills
4. Quantitative reasoning ability
5. Group and social interaction skills
6. Creative, critical, and analytical thinking skills
7. Community/global consciousness and responsibility

FACULTY OF BUSINESS AND PROFESSIONAL STUDIES

MISSION STATEMENT

To provide students with the necessary skills and abilities to be immediately effective in their employment or further studies, and to possess a sound basis for future progression in their chosen career, in the lifelong pursuit of knowledge, and in their contribution as responsible citizens in a rapidly changing and diverse global community.

OUR COMMITMENT TO SKILLS AND ABILITIES

The Faculty of Business & Professional Studies, through the delivery of this course, is committed to the development of skills so that students can perform the tasks of this discipline in an efficient and effective way.

In addition, through the delivery of all courses, the Faculty is committed to the development of core 'abilities' that will prepare students for future career progression in a chosen field. A well rounded graduate, in addition to being able to perform certain tasks, will have the following CAPabilities;

CAPability	Description
Communication	Selects, uses and integrates oral and written communication skills to develop informative, explanatory and persuasive presentations to a variety of audiences, demonstrating qualitative, quantitative and technological literacy.
Analysis and Decision-Making	Brings a unique perspective to the analysis of organizational issues through systematic thinking and the application and adaptation of frameworks and tools that assist decision-making
Social Interaction	Uses appropriate interpersonal and group theory to deal with interpersonal, team, stakeholder and professional situations to inform, persuade and influence others.
Citizenship and Global Perspective	<p>Understands corporate social responsibility within organizational contexts and the social role and impacts of organizations.</p> <p>Integrates personal, professional and community values in a decision-making context as a member of an organization.</p> <p>Works effectively with interdependence and diversity by framing issues in the broader global context, understanding the social and cultural roots of business, governments and other organizations and by providing managerial support as part of a global strategy.</p>

OUR COMMITMENT TO ASSESSMENT AND CONSTRUCTIVE FEEDBACK

The Faculty of Business & Professional Studies is committed to providing feedback that rewards excellence and motivates personal development. We use a mixture of personal, peer and professional assessment so that students have a diverse view of their progress in skills and abilities development. It is important to use feedback to enhance the quality of learning.

The assessment model is designed to give a fair reflection of the letter grade earned, as well as a road map for personal skill and ability development. For each skill and ability in the course students will be assessed as to the level of comprehension demonstrated. Grades are a function of how students have met course expectations as to those levels of comprehension.

SIX "LEVELS" of comprehension

KNOWLEDGE	
1. Recognize	Be able to identify the components of a framework or tool.
2. Define	Be able to describe the aspects of the components of the framework or tool.
APPLICATION	
3. Use	Be able to manipulate the framework or tool to cause a result.
4. Interpret Results	Be able to understand the result of the manipulation in a meaningful way.
JUDGMENT	
5. Situational Use	Be able to identify situations where the framework or tool should be applied, and then apply the framework or tool, including using the results effectively.
6. Adaptation	Be able to creatively adapt the framework or tool such that its use will maximized in a given situation.

LEGAL ADMINISTRATIVE ASSISTANT CERTIFICATE

School of Legal Studies

MISSION STATEMENT

The mission of the Legal Administrative Assistant program is to provide students with the skills, knowledge and abilities required to work successfully as a legal administrative assistant and to create an interest in life-long learning in their chosen field.

This mission supports the mission of the University to enable student success as a valuable contributing member of the legal field.

PROGRAM OUTCOMES

Knowledge

To provide an overview of the various legal documents and procedures in a legal practice or other organization and to provide students the opportunity to develop effective interpersonal and leadership skills.

Skills

To provide opportunities for students to apply learned skills in the legal environment

Values

This program values opportunities for students to learn to respect the diverse personalities in an office environment and for students to understand the code of ethics required to work in the legal environment

STUDENT LEARNING OUTCOMES

Students completing this program will:

1. Apply communication, problem solving and conflict resolution skills towards an organization's overall effectiveness.
2. Effectively communicate in writing by composing business correspondence and legal documents.
3. Demonstrate proficiency working with IBM compatible software to produce a variety of correctly formatted legal documents from written and digitally recorded material.
4. Apply analytical skills to correctly identify and prepare documents for litigation, Wills creation and probating, Family Law, Corporate Law, Securities and basic conveyancing.
5. Demonstrate computation skills through the creation of legal accounts and Vendor's and Purchaser's statements of adjustment
6. Demonstrate appropriate work ethic and entry-level job skills during a two week practicum placement with a law firm or government agency.