

CONSUMER IMPACT FRAMEWORK ASSESSMENT

PART ONE: SUMMARY	
What is being reviewed?	CILEx Regulation Exemptions policy
Who is completing the review?	Vicky Purtill. Director of Authorisation and Supervision
Date of review	June 2020
Purpose of function/policy being reviewed	To separate the CILEx exemptions policy from the CRL policy and to enable CRL to recognise full exemptions for those who hold a legal services practising certificate or qualifications which may lead to a full exemption from the academic requirements to become a Fellow.
Main activities of function/policy being reviewed	This policy sets the exemption requirements for those seeking an exemption from the academic requirements to become a Chartered Legal Executive/Fellow.
Which consumers are directly affected by this policy?	All consumers using Chartered Legal Executives will be indirectly affected, as the application of the policy forms part of the authorisation process where alternative qualifications are recognised.
Which consumer groups may be impacted by this policy?	See above
Further action required	N/A
Implementation of policy recommended?	Yes

PART TWO: FULL ASSESSMENT	
1. General	
Which legal services are impacted by the policy?	All reserved activities are directly affected and unregulated legal service delivery (which can be undertaken by both authorised and non-authorised persons) will also be impacted, although less directly.
Does the policy impact all consumers? If not, which segments of the consumer market will be impacted by implementation of the policy?	Yes
2. Cost	
Does the policy impact significantly on the cost of legal services?	No.

3. Quality	
Does the policy impact significantly on the quality of provision of legal services?	No, the policy is designed to ensure that applicants can demonstrate that they have met the minimum academic requirements which underpin authorisation to practise.
4. Availability	
Is the policy likely to reduce/increase the availability of a legal services/a particular legal service? Or in specific geographical areas?	This may increase the provision of legal services as it will enable the recognition of a wider range of law degrees.
5. Choice	
Does the policy impact significantly on the choice to consumers in the of provision of legal services?	See above
6. Innovation	
Will the policy promote innovation of the provision of legal services?	No
7. Competition	
Will the policy impact significantly on competition in the provision of legal services?	It should improve competition by increasing the number of authorised individuals.
8. Relationship between consumer and legal services provider	
<p>Will the policy change the relationship between consumers and the legal services provider?</p> <p>Consider:</p> <ul style="list-style-type: none"> ➤ Will the policy provide more/better information to consumers? ➤ Will the policy provide undue advantage to the legal services provider? ➤ Will the policy mean consumers may utilise heuristic (e.g. information overload and resorting to rule of thumb) decision making? 	<p>No</p> <p>No</p> <p>No</p>

9. Consumer protection and consumer redress	
<ul style="list-style-type: none"> ➤ Will the policy enhance/diminish consumer protections such as insurance or access to CR compensation fund? ➤ Will the policy enhance/diminish consumer ability to seek redress (right to complain, seek compensation etc.) 	<p>N/A</p> <p>No change</p>
10. Vulnerable consumers	
<p>Does the policy raise concerns about disproportionate impacts on vulnerable or disadvantaged consumers of legal services?</p> <p>Consider effects such as:</p> <ul style="list-style-type: none"> ➤ Physical harm ➤ Monetary loss ➤ Dissatisfaction ➤ Denial/limitation/barriersto access <p>If so, which groups are disproportionately affected?</p> <p>Consider vulnerability such as:</p> <ul style="list-style-type: none"> ➤ Poverty ➤ Mental/physical healthLegal service affected (e.g. Family, immigration) ➤ Geographical location <p>Reason for impact? Is there any possible mitigation?</p>	<p>No</p>
11. Consumer Groups	
<p>Have consumer groups been contacted about this policy?</p> <p>If yes, what feedback has been provided?</p>	<p>Yes – the Legal Services Consumer Panel responded to the consultation.</p>

If no, should there be
consumer group
involvement?

Has the feedback been
followed? If not, why not?