



supporting tomorrow's solicitors today

**TRAINEE SOLICITORS' GROUP
OF
ENGLAND & WALES**

HELPLINE REVIEW

13 March 2004

TO

18 March 2005

08000 856 131

**www.tsg.org
helpline@tsg.org**

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Foreword by Natalie Goffe, TSG Helpline Officer and author of report

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FOREWORD

I have great joy in presenting the latest TSG Helpline review, which takes account of a period of one year from 13 March 2004 to 18 March 2005; it has been a successful year. The Helpline has gone from strength to strength and is a clear reflection that the TSG continues to support tomorrow's solicitors today.

This is the first Helpline review that has been for a period of one year, traditionally the review has only been for eight months. The Helpline reviews will continue to be on a yearly basis and it is also envisaged that the email queries will now form part of a supplement to the review of the calls to the Helpline.

The Helpline has had the full support of a Helpline support officer and the support provided to the volunteers has been exceptionally involved through a group email, direct emails and feedback/ review sheets. This enhances quality control and has formed the basis of a further development in having an additional refresher training day, which is due to take place in November 2005. The role of the Helpline support officer has enabled the Helpline to concentrate on having partiality in the executive role of the Helpline officer and the non-executive role of the support officer, which has enabled the general overview and running of the Helpline to be more concentrated.

The question on some peoples' lips is why or what made you decide to run for the Helpline officer. Well, in a short sentence – I wanted to help, support and raise the awareness of issues that affect our members in the legal profession; I also had the full support of my firm who have encouraged me all the way.

Throughout my experience on the Helpline, I have come to appreciate that sadly it is not always the case that all trainees are supported. The findings of the Helpline review show that there is still some degree of a need for further support, training, supervision and protection to young professionals.

The overall picture can sometimes be overlooked and some callers complain that they are not being taken seriously by some senior members in the workplace and when they do raise their concerns they get the silent treatment and are ignored. On the other hand some callers are afraid to speak to their supervisors and voice their concerns and therefore the strength of the Helpline being confidential for advice and support is a reassuring factor. It is highly important that trainees are given the support and supervision they need as this affects their ability to acquire the vital skills they need to be a solicitor.

I can only hope that the review is not seen as a simple process, but is seen as a vital key indicator that is used to build upon some of the mechanisms put in place to support and develop further the needs of young professionals. The Helpline review should be a key for change, for a metamorphosis and this is one of the many aims of the TSG for their members to be more supported. The Helpline review should be the indicator and part of the process for further change; it is important for everyone to become part of the process of change, where the level of cooperation and different voices continue to work together. The TSG continues to support tomorrow's solicitors today and the Helpline freephone and the email service is a vital step in this process.

1. INTRODUCTION

The Trainee Solicitors' Group (TSG) Helpline is a confidential advisory freephone service offered by the National Trainee Solicitors' Group to its 47,000 (approximate) members. The Helpline is restricted to the giving of information, advice and referrals only. Helpline volunteers are not permitted to give legal advice and the TSG does not follow up individual matters on behalf of callers, however the TSG will advise individuals as to the procedure they may require to follow up a matter.

The majority of the calls come through the Helpline's freephone number (08000 856 131), which operates as an automated call management service from 9am to 8pm Monday to Friday. The TSG's email address (helpline@tsg.org) has also become an increasingly popular source of contact for enquiries, which can also be accessed through the TSG website (www.tsg.org).

'From 24th October 2005 the TSG Helpline will be here for you longer - 9am to 9pm.'

The TSG Helpline is a vital source of statistical data, which can be taken in a number of ways. It can be taken as a key indicator as to the problems that stem from the profession affecting TSG members or it can be taken as a tool for a metamorphism. In an ideal setting the statistics from the Helpline would be used as both a key indicator and a desperate attempt to raise the awareness of issues affecting a selection of TSG members. This is the position where the question as to policy arises as does the need for policy to take account of the very important statistics.

The TSG continues to take account of the voices and needs of its membership and in preparing the Helpline review it includes full accountability of the voices, issues and concerns of its members. The Helpline reviews the period of 13 March 2004 to 18 March 2005 a period of one year for the number of calls received on the Helpline and the calls defined by subject matter.

2. VOLUNTEERS

The Helpline is manned by trained volunteers and for the time period of this schedule the Helpline had 17 trained volunteers. All of these volunteers comprised trainees, newly qualified solicitors or LPC students who have attended an intensive training weekend in February 2004 and have been provided with a fully comprehensive Helpline training folder. The intensive training weekend is now qualified with an additional refresher training day, which will be outlined as part of the next Helpline review.

Volunteers either receive calls whilst at work and this is incorporated into their daily workload, or other volunteers take calls in the evenings. **Appendix A** contains the list of the volunteers for this particular period of the review and details of the training weekend attended by volunteers in 2004 is at **Appendix B**. A volunteer's pack in 2004 is available for inspection - please contact TSG liaison officer at the Law Society (email: yvonne.treacy@lawsociety.org.uk Tel: 020 7320 5794).

3. METHODOLOGY

Volunteers are asked to record each call taken, as comprehensively as possible by completing a case sheet, whilst attending to the caller. Volunteers are encouraged to complete the case sheet at the same time or to make notes and complete the case sheets immediately after the call. If notes are taken during the call, volunteers are encouraged to copy the notes onto the case sheet clearly or to staple their notes to the case sheets.

The caller is not asked any questions relating to gender and cultural backgrounds, or questions which might otherwise lead to the revelation of the caller's identification. Details relating to location/size of firm etc are not asked for but they may be recorded if the caller voluntarily provides this information. Volunteers are instructed to try to ascertain such information without infringing the privacy of the individual.

Factors taken into account when designing the case sheet include the need to preserve the confidentiality of the caller and the need not to record repeat calls arising out of the same set of facts. A copy of the current case sheet and ethnicity guidance for volunteers for this period of the review is attached at **Appendix C**.

It is important when considering the content of this review to note the well-defined methodology for the Helpline review:

- The number of calls received is the actual number of callers and not how frequently the caller calls. Thus if a caller calls the Helpline several times for advice and support this will still only be statistically classified as one caller.
- The actual number of calls may well be higher than detailed in this schedule, when taking into account the number of calls that are made to the TSG liaison officer, referrals from other sources and through the Helpline email service seeking advice. Please note in further reviews the email service will also form a supplementary review.
- Similarly, members of the national committee, who are not Helpline volunteers, are often approached with queries or for advice relating to training issues. Please note these figures are not included as part of the review.
- The accuracy of the statistics is entirely reliant upon volunteers completing and returning case sheets to the TSG Helpline Officer and TSG Helpline Support Officer.
- It is noted that the discrepancy between the number of calls to the Helpline and the number of calls for which details are known lies in great part to callers being put through to a volunteers voicemail and/or secretary, with the caller deciding to abort the call and then recalling to be put through to another volunteer.
- The TSG recognises that this paper only gives a brief snap shot of the present situation and that volunteers are only hearing the subjective views of callers. Therefore, the TSG recognises that the subject matter of calls received is more significant than the number of calls.

- Callers to the Helpline cannot be regarded as being in any way representative of the trainees or student population at large. They are a discreet group, and as such the study of the Helpline calls should properly be regarded as a case study rather than a survey.

4. REFERRAL SOURCES

The TSG Helpline is publicised as follows:-

- a. TSG's website (www.tsg.org) – as detailed below the further development of the volume of calls is through the increase of the email queries. There is a set of general questions and answers accessible through the website.
- b. The TSG magazine, formerly known as 'thetrainee' and which has now been renamed 'tsgLIFE' – attracts a higher volume of calls around the time when the magazine is issued. The magazine continues to be issued four times a year, although the circulation has increased to 50,000 per issue making it the largest circulated magazine aimed at this sector of the profession. There is a regular feature on questions and answers using hypothetical problems based on the calls received. This regular article may have a dual effect. This shows the callers a clear idea of the type of advice given to callers and answers common enquiries encountered by Helpline volunteers, which may in some cases, circumvent a call to the Helpline.
- c. Training Contract and Pupillage Handbook – published by Globe Business Publishing in association with the TSG provides law students with details of the Helpline and general questions and answers.
- d. The Law Society refers calls to the Helpline.
- e. Other recognised groups of the Law Society refer callers to the Helpline.
- f. Members of the Solicitors Support Network (SNN) – a Law Society led initiative which monitors and co-ordinates the provision of pastoral care services to the profession – such as LawCare and the Solicitors Assistance Scheme - refer caller to the Helpline. (The Law Society's recognised groups are also members of the SNN).
- g. Articles written in other legal magazines throughout the year.
- h. The remainder of calls arise from TSG publicity, conferences, skills events and word of mouth. The TSG is continually working to raise the profile of the Helpline, as this is an invaluable service, which it is able to provide to its members.

5. QUANTATIVE RESULTS

(i) **Number of calls**

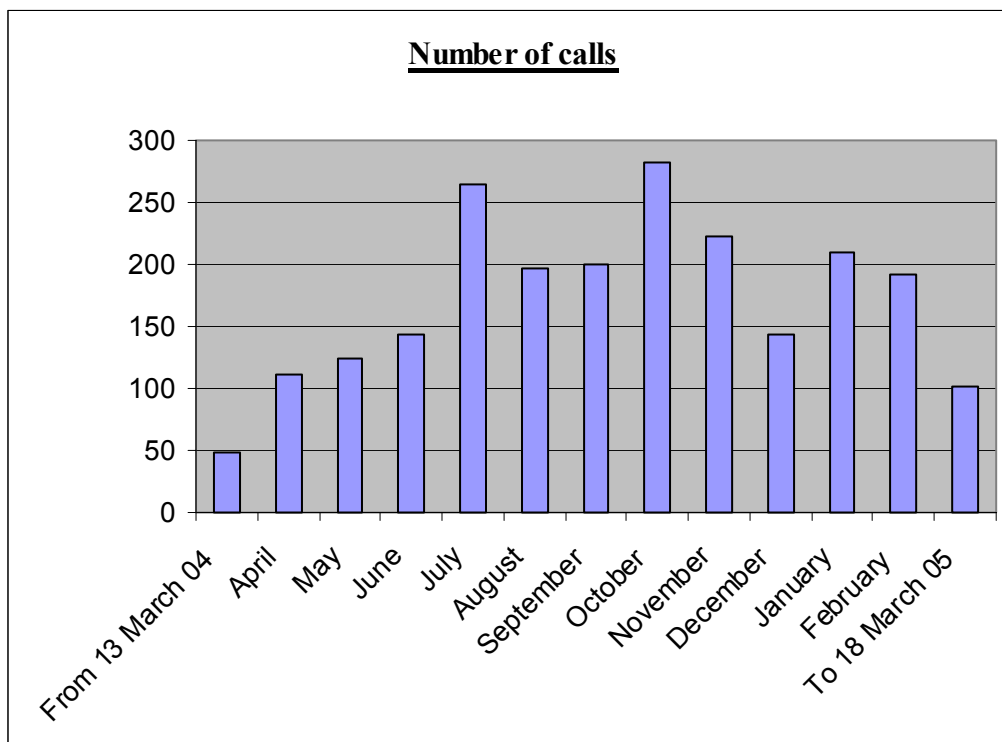
Between the period of 13 March 2004 to 18 March 2005, a one year period, the Helpline has taken **2241** calls.

In comparison to the statistics from last year this is an increase in the average number of calls as this can be deemed as an average number of 187 calls per month, which is more than the average medium of 166 calls per month in the last Helpline review. This is the highest number of calls received by the Helpline.

These current statistics represent a **13%** increase. Please see graphical illustration below.

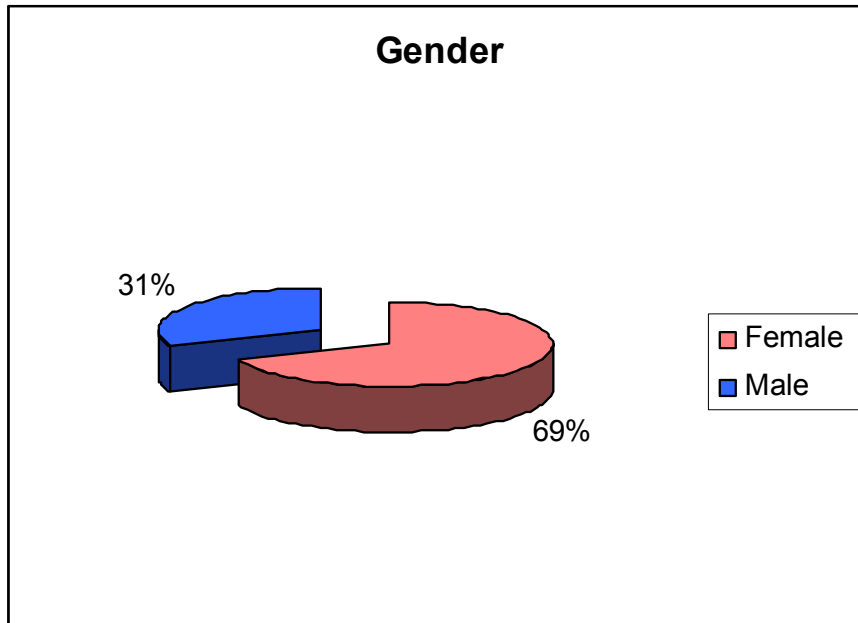
The TSG recognises that the overall increase over this period may be due to a number of the following reasons: -

- Increased awareness of the Helpline.
- More open attitude generally to seeking help and advice.
- Increase in the number of students, trainees, paralegals and newly qualified lawyers.
- Greater publicity of the Helpline through publication of articles in the *tsgLIFE* magazine, website and other publicity mediums.
- Increase of students, trainees, and paralegals and newly qualified lawyers experiencing problems and feeling able to talk to someone about them.



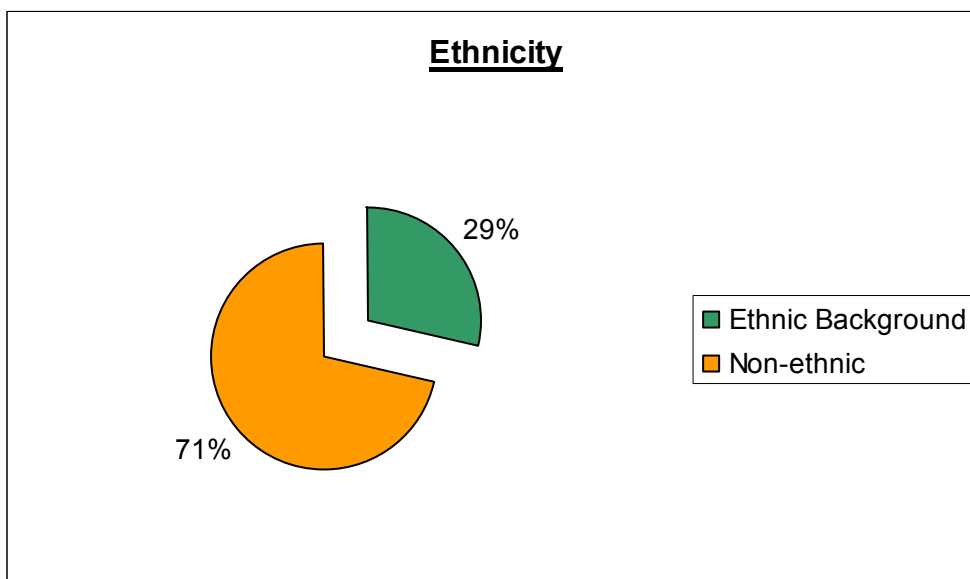
(ii) Gender

Out of the 2241 calls received the number of female callers identified by the case sheets is 69% and the number of male callers is 31%. Not all case sheets recorded the gender of callers. Please see graphical illustration.



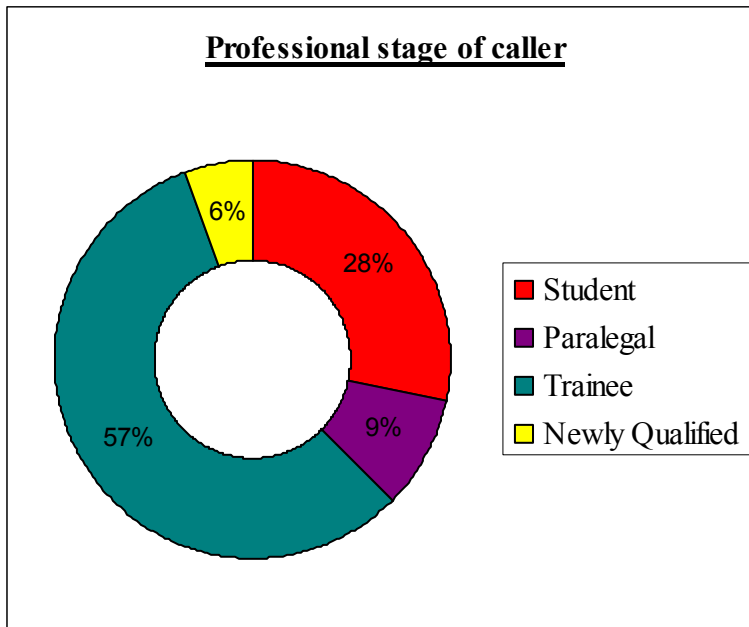
(iii) Ethnic Background

Out of the 2241 calls received the number of callers as identified from the case sheets as being from ethnic minorities is 29%. However, as to the question of whether the caller is from an ethnic minority, it is not asked and rather ascertained if at all possible. The number of callers is more than likely, not recorded accurately. Please see graphical illustration.



(iv) Professional Stage of Caller

Of the 2241 calls identified the professional stage of callers as identified by the case sheets is 6% from newly qualified, 57% were from trainees, 9% from paralegals and 28% from students. The Helpline therefore continues to reach its target audience and can be classified as a case study of particular members. Please see graphical illustration.



(v) Subject of calls

A breakdown of the subject matter of calls is detailed in **Appendix D**. It should be noted that the statistics reflect that some calls will fall into a number of different categories, but for the purposes for the review have only been recorded once.

The following results details broad categories of calls and do not comprehensively list subject matters raised by caller.

The percentages referred to in this section are out of the 2241 calls received throughout the duration of the period of this review, for which case sheets were received :-

'14% of calls were made by callers asking for advice on finding a training contract and career advice.'

Some calls of this nature related to students who were undertaking the LPC and were concerned that they did not have the security of a training contract. Other callers had often completed the LPC and were searching continuously for training contacts. This form of concern clearly created anxiety and stress for students and paralegals.

Stress was also linked to the process of LPC students spending months and years trying to find a training contract. Students were also concerned by their degree results and whether a 2.2 made it impossible for them to find a training contract.

Callers demonstrated that stress was a common factor and linked to a range of problems in the training contract.

'13% of calls were made by callers asking for advice on problems during a training contract.'

These calls are categorised as problems related to stress, work loads, poor supervision, bullying / harassment / plus other problems.

The Helpline received calls from trainees in relation to being humiliated in front of other employees and a concern that their training and ability to progress is being highly affected by this form of bullying.

One caller reported that she found data about her being circulated in the office and it was full of hurtful insults about her.

'However, the section included as 'Other' in the subject analysis table at Appendix D at page 20 includes 14% of calls received which also relate to issues of a similar nature.'

These are still strikingly high figures in relation to some callers having problems throughout their training contract.

Some callers stated that they were asked to sit on reception for days, park cars, clean the toilets and even bullied into going on a date with a supervisor.

The harassment could extend from constant sexual advances. A few callers referred to being blackmailed into complying with the sexual advances and if they refused, they were threatened that their training contract would not be signed off.

'5% of calls related to firms not providing adequate training.'

Some trainees had concerns about being given unrealistic work loads, which created stressful work environments.

The level and quality of supervision was sometimes partially associated with the issue of transferring a training contract. 6% of calls received related to trainees wanting to transfer their training contracts.

'6% of calls related to newly qualified lawyers asking about the procedure for qualifying and minimum salary as set by the Law Society.'

Some callers required advice about the procedure for receiving feedback from their firms as to whether they will be kept on with the firm and also the general procedure for qualifying.

Trainees sometimes stated that they were at first told they were great at their jobs and then nearer to qualification told that they were not that good and therefore refused the newly qualified positions they were promised.

Callers also made enquiries about the minimum salaries for trainees and for newly qualified lawyers. Some trainees were generally concerned in ensuring that their firms were paying them the Law Society minimum or more.

In some of these circumstances the caller needed advice as to how to go about approaching their supervisors or HR departments to ensure the appropriate salaries. Some newly qualified lawyers questioned whether there was a newly qualified minimum salary.

'1% of calls received related to trainees with maternity related queries.'

Some callers enquired about the possibility of flexible work patterns and part time study options.

There were also instances where the student attends an interview and is asked about their intentions to have children or if they intended to get married. One caller questioned whether her answer to the question affected her position, as she was later refused the position.

Some callers explained that they were told they had to up and leave immediately and work in another location across the other side of the country; this even included callers who had a family and young children in school.

There was also a further risk presented to some trainees as they were threatened that their training contract would not be signed off if they refused to comply with the requests from the firm. It is a concern that some firms were putting forward a proposition and then indicating to the trainee that they may not sign off their training contract if they refuse to comply with any proposition whatsoever.

'2% of the calls received related to enquiries from mature students.'

Generally callers wanted practical advice about entering the profession and how their age may be perceived in the job market.

The subject matter of each call is defined in wide categories and is further highlighted in **Appendix D**.

6. COMMON QUESTIONS AND ADVICE GIVEN TO CALLERS

Training Contract Dilemma

Q. I have a 2.1 and I have been searching for a training contract for years; please tell me what else I can do. I haven't had any interviews and I am virtually on the verge of giving up.

A. It is important that you continue to stay focused on securing a training contract. Firstly, you should go to a careers advice centre or a law related advice centre and ask for your curriculum vitae to be reviewed. It is important that you have appropriate advice on your CV, as this is the first basis for the firms to know a bit about you. You should also take your covering letter to either the careers centre or if approach an old law tutor that may assist you on developing your covering letter. Once these have been updated and revised you should be in a better position to obtain interviews.

When making applications you should try and find out a bit about the type of firm you are applying to. This will allow you to draw out points as to why you think that it would be a good place for you to train. Make sure your applications are focused and not purely speculative, research into the firm and apply your skills appropriately.

Aim to do work experience, if you are unable to secure some experience in a private law firm, consider volunteering at a Law Centre or the Citizens Advice Bureau.

Vacancies for training contracts are advertised in various mediums, try a few of these to begin with:

- The Law Gazette
- www.lawcareers.net
- www.chambersandpartners.com/students
- Training Contract and Pupillage Handbook

Transferring my Training Contract

Q. I am a first year trainee and I want to work at another firm, because I think that my future prospects at this new firm are a lot better. I have already spoken to the senior partner at this new firm and there is so much opportunity to excel. I like the firm I am in, but I do not think there are any long term benefits, how to I go about transferring?

A. You should try talking to your current firm to satisfy yourself that you definitely want to transfer your training contract. When you are certain that you want to transfer your training contract this can be done in one of three ways. You and your firm can mutually consent to the transfer of the training contract, by operation of a term in the employment contract or by application to the Law Society.

An application to the law society will need to be made and you will need to set down the reasons for the transfer and an adjudicator of the Law Society will deal with the application. You should contact the Law Society's Education and Training Dept on 01527 504433.

Interview Nerves

Q. *I am a third year law degree student and I have spent several months completing applications for a training contract. I have now been offered an interview with a medium sized firm and I am delighted. I am just a bit apprehensive and not sure how much preparation I should do beforehand and exactly what type of preparation I should be doing?*

A. It is important that you do some form of preparation prior to your interview for a training contract. You should do background research into the firm, try the firm's website or even ask for a copy of the firm's brochure to be sent to you. This enables you to demonstrate a degree of knowledge about the firm in the interview and answer certain questions posed on a much more focused level. The brochure may even include a bit of information about the firm's ethos or aims and objectives. It is important that you get to know the firm as this shows the interviewer that you have done some research and to say the least shows a genuine interest in the position.

You should get to know the job description! Revise your curriculum vitae; know its contents inside out, so that you can answer the questions about your experience in a concise and comprehensive manner. In the interview you are likely to be asked to expand on entries in your curriculum vitae. As you can imagine the range of questions is wide and it can often be difficult to second guess the questions, however a lot of law related websites do prepare a good range of likely questions and it is worth having a look at a snap shot of possible questions.

Once you have prepared well, this is your chance to shine and show that you can do the job; match the skills outlined in your curriculum vitae to the qualities or ethos of the firm. Aim to sell yourself and remember first impressions are significant and you should wear appropriate attire.

Finally, believe in yourself the firm is interested in you and that's why they have asked you to attend an interview, you are already half way there.

Silent Wonders

Q. *I am due to qualify in one month and it has always been the intention that I would be kept on at my current firm. However, I have had a huge argument with my manager about my salary. I now doubt whether I will be kept on and my manager has not spoken to me since that day; he walks into the office and says nothing to me. I don't want to say anything to him, as he is ignoring me and he always told me that this was something he would never do. I don't know what to do, as I am not sure what is going on, I just feel that he has left me in the lurch and I really wanted to stay on.*

A. It is unfortunate when things like this happen and it is a shame when you want to stay on at the firm. If you feel able to speak to your manager you should ask him what the position is, however it is difficult, as you don't want to seem pushy; but you do qualify in a month. If the firm you are at is your first choice, you should be a bit discrete in your approach to other firms.

Once you do accept any offers you should let the relevant people know so that cover arrangements can be made for when you leave.

You need to put your own interests first and ideally given the fact that you qualify in a month you should have a newly qualified position arranged and should start applying to other firms. It would be unfortunate for you to reach qualification and then be left at the deep end.

A lot of legal magazines have newly qualified positions advertised and also check out the Internet services, such as online recruitment agencies for positions.

Qualified Abroad

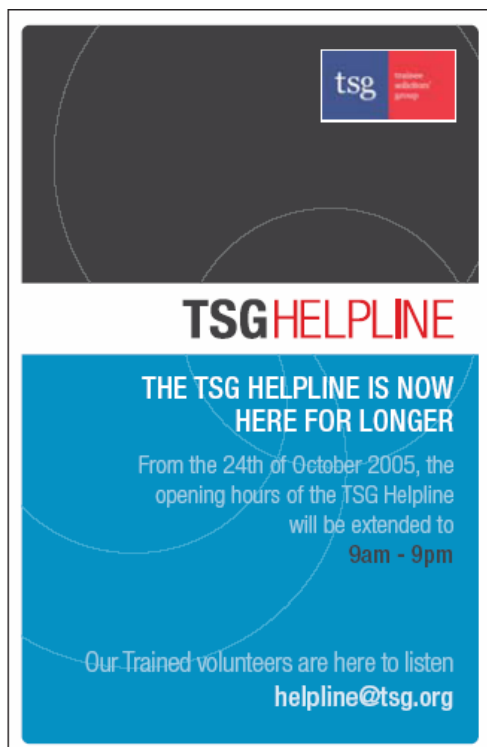
Q. *I have qualified abroad and I am desperate to start a career in the UK, as my girlfriend lives here. Do I have to take any additional training?*

A. As a qualified lawyer in certain other jurisdictions you can apply for admission as a solicitor in England and Wales. The provisions that cover this are the Qualified Lawyers Transfer Test (QLTT).

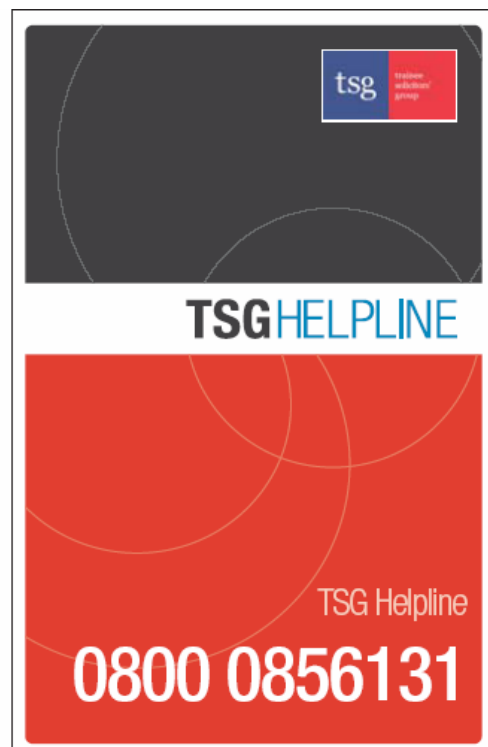
Certain elements of the test will need to be completed. You may also be required to undertake a training experience similar to that of a training contract, which is normally two years. If you have taken any additional form of training under appropriate supervision you may be able to have this taken into consideration with regard to your training period.

For further information on the QLTT, please contact Information Services at the Law Society on 0870 606 2555.

FACT:



The graphic features a dark grey top section with the TSG logo (a blue square with 'tsg' and a red square with 'trainee solicitor group') in the top right corner. Below this, the text 'TSGHELPLINE' is written in large, bold, red letters. Underneath, a blue rectangular box contains the text: 'THE TSG HELPLINE IS NOW HERE FOR LONGER', 'From the 24th of October 2005, the opening hours of the TSG Helpline will be extended to 9am - 9pm', and 'Our Trained volunteers are here to listen helpline@tsg.org'.



The graphic features a dark grey top section with the TSG logo (a blue square with 'tsg' and a red square with 'trainee solicitor group') in the top right corner. Below this, the text 'TSGHELPLINE' is written in large, bold, blue letters. Underneath, a large red rectangular box contains the text: 'TSG Helpline' and the phone number '0800 0856131' in large white font.

7. CONCLUSION

The TSG Helpline has definitely had a successful year and the **2241** calls is an enormous increase. It is highly evident that that Helpline provides a service that its members definitely need. The support of the Law Society and the grant from the Board of Trustees are vital and imperative factors in the continued support and provision of the Helpline. The work of the TSG liaison officer, national and local TSG, Helpline support officer and the Helpline volunteers are also invaluable factors.

The TSG has also taken into account the figures from the Helpline in the response to the Training Framework Review (TFR) earlier this year. The TSG has also relaunched its magazine as tsgLIFE this year and continues to be a source of advertising for the Helpline; the TSG conference also provides again a source of highlighting the services that the Helpline provides.

The launch of the Solicitors Support Network (SNN) – a Law Society led initiative also assists in raising the awareness of the Helpline. This year has also seen the TSG inviting the Young Solicitors Group to their annual Helpline training weekend in February 2005 and this again shows the importance of providing pastoral care.

It has been imperative that these figures are recorded so that the TSG is able to raise the awareness of the voices of its members. Apart from other forms of medium, the Helpline is a consistent and confidential service that can be taken as a snapped case study as to the concerns of a selection of its members.

The TSG will continue to raise the profile of the rights for its members and highlight the enduring importance of pastoral care and has developed a pastoral care sub-committee to continue and further the guidance and support provided to its members.

The TSG is aware that there are still some trainees around the country that are subjected to poor levels of training and treatment, which should not be tolerated. The TSG aims to continue to use these statistics as part of its quantitative results to address and attempt to impact upon policies, to ensure that the best practice is adopted to train solicitors and address TSG members' concerns.

The TSG Helpline will now provide a full annual review and these statistics are an invaluable source of information for the purposes of the TSG taking account of the issues affecting callers to the Helpline. It is an enduring aim of the TSG for the needs of tomorrow's solicitors to be raised, publicised, and addressed practically and procedurally for the best standard to be enabled to support young professionals.

NATALIE GOFFE
Helpline Officer

ROBINA BAROSE
Helpline Support Officer

On behalf of the Trainee Solicitors' Group of England and Wales
October 2005

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Appendix A: List of Helpline volunteers for this period

Appendix B: Details of Helpline training weekend 2004

Appendix C: Current Helpline case sheet

Appendix D: Breakdown of calls by subject matter.

Appendix A

List of Helpline Volunteers

Genevieve Monclin	– Trainee Solicitor, London
Vidula Patiar	– Trainee Solicitor, Reading
Robina Barose	– Trainee Solicitor, London
Anita Burns	– Trainee Solicitor, Northampton
Steven Murray	– Trainee Solicitor, Merseyside
Samantha Ede	- Trainee Solicitor, London
Suzi Gatward	- Trainee Solicitor, Surrey
Oliver Harman	- Trainee Solicitor, Hertford
Elisabeth Julien	- Trainee Solicitor, Ipswich
Shahid Khan	- Trainee Solicitor, Luton
Marie Kitchen	- Trainee Solicitor, York
Jenine McCourt	- Trainee Solicitor, Staffordshire
Jasprit Pandhal	- Trainee Solicitor, Northampton
Gurvinder Sandhu	– Trainee Solicitor, Darlaston
Hannah Pooley	– Solicitor, Leicester
Emily Scantlebury	– Solicitor, Ipswich
Kimmy Sokhi	- Trainee Solicitor, Northampton

Appendix B

Helpline Training Weekend 2004

Saturday 21 February – Sunday 22 February 2004

**The Diamond Suite
BURLINGTON HOTEL
Burlington Arcade
126 New Street
Birmingham B2 4JQ
TEL: 0121 633 1715
www.burlingtonhotel.com**

Saturday 21 February

12.30pm – 1.00pm:	Registration and Refreshments
1.00pm - 1.15pm:	<u>Introduction and Welcome</u> <ul style="list-style-type: none">• Nikki Fitches – TSG Chair• Vidula Patiar and Elisabeth Julien - TSG Joint Education Officers
1.15pm – 2.15pm:	<u>Overview of TSG Helpline</u> <ul style="list-style-type: none">• Sara Khoja – former TSG Education Officer• Vidula Patiar – TSG Education Officer
2.15pm - 2.45pm:	TEA BREAK
2.45pm - 3.45pm:	<u>Training Contracts – Monitoring, Standards and Disputes</u> Marilyn Cross -The Law Society
3.45pm - 4.45pm:	<u>Lawyers Helping Lawyers</u> Tom Paul - LawCare
4.45pm – 5.00pm:	<u>Questions and Closing Session</u>
5.00pm	End of Session
5.00pm – 7.30pm:	Free time
8.00pm	Meet in hotel bar for dinner at hotel

Sunday 22 February

The Samaritans training programme (Trainer: Stephen Tollerton)

10.00am:	Start
11.00am:	Coffee Break
12.30pm – 1.30pm:	Lunch
3.00pm:	Tea
4.00pm:	Close

Appendix C

Current Helpline case sheet

VOLUNTEER'S NAME:

Date of call:

CALLER'S DETAILS

Name (optional):

Gender M / F

student paralegal trainee newly qualified

How did caller find out about TSG Helpline?

LET referral (Law Society) Trainee magazine Word of mouth
 Info. & Reg. Services (Law Society) TSG web-site Other (specify)

Name (if Law Society) _____

Ethnicity (refer to guide if necessary)

White Mixed Asian or Asian British Black or Black British Chinese or other

Type of firm _____ **No. of partners** ____ **No. of trainees** ____ **Location** _____ -

Does the caller have a disability? Optional – please note if relevant to problem

SUBJECT OF CALL

Problems with Training Contract:

Procedural (monitoring, TC3, time to count)	<input type="checkbox"/>		
Workload	<input type="checkbox"/>	Debt	<input type="checkbox"/>
Stress	<input type="checkbox"/>	Finding Training Contract	<input type="checkbox"/>
Bullying/harassment	<input type="checkbox"/>	General Question	<input type="checkbox"/>
Other	<input type="checkbox"/>	Other	<input type="checkbox"/>

OUTLINE OF FACTS

ADVICE GIVEN

As set out in advice sheet number _____ **OR details:**

APPROXIMATE LENGTH OF CALL: _____

Appendix D

Details of breakdown of calls by subject matter

<u>PROBLEM</u>	<u>NUMBER OF CALLS</u>
Paralegals looking for training contract and Law Society Regulation	3%
Trainees wanting to transfer their training contracts	6%
Enquiries from non- EEA students	3%
Newly Qualified lawyers asking about procedure for qualifying and minimum salary as set by the Law Society	6%
Trainees asking about minimum salaries	4%
Trainees and students inquiring about the disclosure of criminal convictions to the Law Society	2%
Trainees with maternity related queries	1%
Problems during a training contract	12%
Firms not providing adequate training	5%
Firms requesting trainees to sign additional clauses to the Law Society's standard training contract	1%
Finding a training contract and careers advice	14%
Time to count inquires	8%
Procedure for registering a training contract	3%
Other procedural questions	7%
Debt and funding issues	4%
Enquiries from mature students	2%
Employment law related enquiries	5%
Other	14%