



LAW SOCIETY
OF SOUTH AFRICA



OFFICE ADMINISTRATION AND CLIENT CARE

Online Course for Legal Practitioners and Support Staff What you need to know to work more efficiently

About this course

This course focus on how a law firm operates and on the skills required for effective office administration. Participants will learn, amongst other things, about the task of the office administrator, effective communication, personnel management and client care.

This one-month course is presented exclusively online and there are no contact sessions.

Course duration and registration

1st Intake: 09 March to 17 April 2020
Registration closes: 02 March 2020

2nd Intake: 14 September to 23 October 2020
Registration closes: 04 September 2020

Who should register?

The course is essential for all legal practitioners who intend to practice for their own account and all legal support staff. It will also benefit practitioners who are currently practising in their own firms. The course will impart a sound understanding of the basic business principles that will assist a practitioner to conduct a successful and profitable legal practice.

Course presentation

This course is conducted online and all communication is done via eLEADer, LEAD's online learning portal. The material is presented in an interactive format, supplemented by written material for downloading.

The training is intensive and demanding and requires hard work and dedication. To enhance the learning experience, there is an online discussion platform where you can interact with other participants. In addition, the course facilitator will be available online at times. This course is presented in English only and all assignments must be submitted in English.

Course content

- Managing and processing of trust funds
- Client care – efficiency, confidentiality, marketing
- Legal work – effective and efficient writing, progress reports
- Administration skills – how to establish a proper administrative system, (documentation, electronic filing, purchasing of goods)
- Human resources, support staff management, staff supervision, work schedule, practice management
- Risk management – security, maintenance of compliance with health and safety, insurance, FICA compliance
- Practice management, application of office policies and procedures
- Professional life skills – focus on personal management, planning, originating, assertiveness, conflict management

Cost of this online course

R1500 per person (VAT inclusive).

Registration

Email the completed registration form as well as your EFT payment proof to annelie@LSSALEAD.org.za.

A confirmation email will be sent to you within five days after the closing date of registrations. If not received, please follow-up with Grace Mukuru on +27 (12) 441 4612.

Contact the course administrator

For more information about this online course, contact: Grace Mukuru on T: +27 (0)12 441 4612.

Please take note

- Should you need to cancel your registration, this must be done in writing within 7 business days before the closing date to avoid the full fee being charged.
- Fees must be paid to the designated Law Society of South Africa's (LSSA) bank account.
- LEAD reserves the right to cancel an e-course should the number of delegates not justify the costs involved. Registered participants will be given reasonable notice of cancellation.
- Ensure that you read and accept the **Terms and Conditions** (click below) and **Learning Outcomes** (see left column) for this course.
- Should you be unable to participate in this course, you may nominate another participant to replace you. This should be done 7 days before the course commences.
- Confirmation emails will be sent to participants within 5 days after the registration closing date. Please note that it is the participant's responsibility to follow-up with Grace Mukuru if no confirmation email has been received.

[TERMS AND CONDITIONS](#)



Why train online?

- Train in your own time and in your own setting.
- The course material is in electronic format.
- Online courses are more cost-effective than attendance course.
- Save in transport costs since there are no contact sessions.

LEAD's online training requirements

- A computer with an adequate Internet connection
- Basic computer skills
- Dedication and time to study

Other online courses

- Legal Accounting (Bookkeeping)
- Introduction to Medical Law

[MORE ABOUT ONLINE COURSES](#)



REGISTRATION FORM

Office Administration & Client Care – online course



Complete this form digitally and e-mail it together with proof of payment to annelie@LSSALEAD.org.za

Dates (Select your intake choice with a ✓ on the box to the left)		Fees
<input type="checkbox"/>	1st Intake: 09 March to 17 April 2020 Registration closes: 02 March 2020	Registration fee: R1 500.00 (VAT inclusive) per person
<input type="checkbox"/>	2nd Intake: 14 September to 23 October 2020 Registration closes: 04 September 2020	

Participant category (Select your choice with a ✓ on the box to the left of the category's name)	
<input type="checkbox"/> Practising legal practitioners	<input type="checkbox"/> Candidate legal practitioners
<input type="checkbox"/> Legal support staff	<input type="checkbox"/> Other organisations

Your details												
Surname:												
First name:										Title:		
ID number:												
Gender:		<input type="checkbox"/> F	<input type="checkbox"/> M	Race (for reporting):								
Firm/company:												
Your position:												
Tel (w):		()			Fax:		()			Cell: ()		
Email:												
Postal address or docex:										Postal code:		

EFT Payment (Registration will be confirmed only if the proof of payment has been received) (✓)

<input type="checkbox"/> Payment by electronic funds transfer (EFT)	Amount: R1 500.00
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Account Name: Law Society of South Africa | **Bank:** FNB Pretoria | **Branch Code:** 251445 | **Account:** 6200 9641 079
Reference: NAME & SURNAME and CELL NO

Notes

1. Fees must be paid into the designated LSSA bank account. The LSSA will not accept liability if any other bank account is used.
2. Cancellation: this must be done in writing within 7 business days before the closing date to avoid the full fee being charged.
3. LEAD reserves the right to cancel an online course should the number of registered students not justify the costs involved. Registered students will be given reasonable notice of cancellation.

Registration and invoice queries: Annelie Dagnin | E: annelie@LSSALEAD.org.za | T: 012 441 4669/00
Online courses queries: Grace Mukuuru | T: +27 (0)12 441 4612 / 4600 | Grace@LSSALEAD.org.za
LEAD switchboard: T +27 (0)12 441 4600 | **Website:** www.LSSALEAD.org.za