

The Q Standard



Applying for your Risk Management Accreditation in 2021

The Institute of Legal Research and Standards
Promoting Innovation, quality and profitability for Law Firms in Ireland



What is the Q Standard?

The Q Standard is the single quality, practice and risk management standard launched in 2012 by the Institute of Legal Research and Standards.

The standard is offered on four levels:

- The **Q1000** which is only suitable for sole practitioners
- the **Q3000** which is the entry level
- the **Q6000** which is the intermediate level
- the **Q9000** which is the advanced level

Which level should I apply for?

If your firm is a sole practice, you should consider the Q1000 which is the entry level standard suitable only for sole practitioners. Please review the separate Q1000 brochure for further details.

Q3000

If this is your first time applying for the Q Standard, then the best place to start off may be the Q3000, which is the entry level standard. This is very suitable for firms of all sizes, particularly for sole practitioners and small partnerships that have some risk management systems in place, but would like more help in setting up more comprehensive systems.

The Q3000 monitors the following risk management areas:

- Undertakings
- Critical Dates
- File Review procedures
- Complaints procedures
- File Opening procedures
- File Maintenance procedures
- Conflict checking procedures
- Anti-money laundering procedures
- Engagement procedures
- Terms and conditions of business
- S.150 compliance
- Financial procedures
- File Closing procedures
- Wills and Deeds Registers
- Claims Management
- Regulatory compliance
- IT security compliance
- GDPR compliance



- Pandemic policies including Return to Work Policies

Q6000

The Q6000 may suit small, medium and large firms which have been operating comprehensive risk management systems and would like to progress to a more extensive risk management and practice management accreditation. The Q6000 is excellent preparation for the more advanced Q9000 standard.

The Q6000 monitors the following areas:

- Undertakings
- Critical Dates
- File Review procedures
- Complaints procedures
- File Opening procedures
- File Maintenance procedures
- Conflict checking procedures
- Anti-money laundering procedures
- Engagement procedures
- Terms and conditions of business
- S.150 compliance
- Financial procedures
- File Closing procedures
- Wills and Deeds Registers
- Claims Management
- Regulatory compliance
- Risk manager policy
- IT procedures
- IT security compliance
- Disaster Recovery
- Business continuity and employers liability
- Partnership Agreement and meetings
- Performance Appraisals
- CPD compliance
- HR Contracts
- Staff Training and Supervision
- Employee leaving procedures
- Health and Safety
- Client and Office Accounts
- Management Accounts and Budgets
- Time recording



- Tax clearance certificate
- Bank Mandates
- GDPR compliance
- Pandemic policies including Return to Work and Policies

Q9000

The Q9000 will suit larger firms who have been operating comprehensive risk management systems and would like to progress to an advanced risk, quality and practice management accreditation. The Q9000 is ideal for firms who wish to become more competitive, profitable and efficient:

The Q9000 monitors the following areas:

- Undertakings
- Critical Dates
- File Review procedures
- Complaints procedures
- File Opening procedures
- File Maintenance procedures
- Conflict checking procedures
- Anti-money laundering procedures
- Engagement procedures
- Terms and conditions of business
- S.150 compliance
- Financial procedures
- File Closing procedures
- Wills and Deeds Registers
- Claims Management
- Regulatory compliance
- Risk manager policy
- IT procedures
- IT security compliance
- Disaster Recovery
- Business continuity and employers liability
- Partnership Agreement and meetings
- Performance Appraisals
- CPD compliance
- HR Contracts
- Staff Training and Supervision
- Employee leaving procedures
- Health and Safety
- Client and Office Accounts



- Management Accounts and Budgets
- Time recording
- Tax clearance certificate
- Bank Mandates
- Drawings policy
- Review of overheads and supplier contracts
- Capital accounts
- Supplier accounts
- Treasury management programme
- Departmental profitability analysis
- Structured credit control procedures
- Business Development Plan
- Marketing plan
- Quality control strategy
- Website Policy
- Social Media Management Policy
- Environmental Awareness Policy
- Corporate Social Responsibility
- Technology Strategy
- Standardisation Strategy
- Precedent Bank procedures
- Security Policy
- Information Security Risk Assessments
- Remote Access Policy
- Encryption technology
- GDPR compliance
- Pandemic policies including Return to Work Policies

We are happy to advise further on what level is most appropriate for your firm.



What services do we offer?

We offer several types of service in relation to assessing and implementing your firm's risk management strategy. We would also be happy to tailor a package to suit your firm.

1. Q1000 Standard Audit and Audit report
2. Q3000 Standard Audit and Audit report.
3. Q6000 Standard Audit and Audit report.
4. Q9000 Standard Audit and Audit report
5. Q3000/Q6000/Q9000 Full Audit and Advisory package which includes a pre-audit, consultancy service, full set of document templates for all standards and final Q3000/Q6000/Q9000 audit, report and accreditation.
6. Staff training in GDPR and AML.

How do I apply for the Q Standard?

Simply fill in the enquiry form on our website at www.ilrs.ie, contact us directly on 01-2343727 or email administrator@ilrs.ie

Who will carry out my audit?

Your audit will be carried out by an experienced auditor from our panel of approved auditors. If you require assistance preparing for your audit, this will be carried out by a separate auditor. You can find out more information about this panel on the Institute of Legal Research and Standards website www.ilrs.ie

What will I expect at the audit?



You audit will consist of a review of your documented policies and procedures and your auditor will interview you, review your documentation and make recommendations for improvements. The focus of the audit will be on your firm's commitment to continuous improvement in relation to your risk management systems.

How long does accreditation last ?

Your accreditation is valid for one year and will expire on the first anniversary of your audit date. Accredited firms are provided with logos for use on their website, email, notepaper etc. but this can only be used once accreditation is in date. Your auditor will contact your firm directly to arrange to renew your accreditation. You can renew up to three months in advance or three months past the anniversary of your audit date but your accreditation date will remain the same.

What benefit will I get from obtaining an accreditation to the Q Standard?

The Q Standard works as a framework for the implementation and maintenance of appropriate management systems.

It is the single risk management standard for the solicitor's profession in Ireland. It will provide you with an up to date accreditation which is in compliance with the risk management requirements set out in the common proposal form.

It will allow you to distinguish your firm and demonstrate to insurers that your firm belongs to the top tier of law firms in Ireland which have a track record of compliance with risk management systems.

It enables you to provide legal services in accordance with your professional obligations including those imposed by statute, by the Code of Practice and by both the Law Society and the Legal Services Regulatory Authority.

This framework is equally suitable for incorporated legal practices and multi-disciplinary practices when they start operating.

The Q Standard will prepare your firm if you contemplate retiring or merging with another firm.

The standard will equip your firm with the necessary tools to ensure GDPR compliance.



Accredited firms have been more successful when tendering for work or panel reviews.

Recent accreditation benefits include

1. Free CPD – up to half of a fee earner’s annual CPD requirement

In 2018, we offered all of our accredited firms three free online CPD hours for every fee earner. In 2021, this will be increased to five free online CPD hours. Additional hours by group study are also available during consultancy sessions, pre-audits and at the audit itself (if onsite, three people must be in attendance, one to be the auditor). As part of our 2021 client webinar sessions covering mandatory training areas, we will also be providing CPD hours. This means firms can obtain over half of their annual CPD requirements for each fee earner through their annual ILRS accreditation.

2. Essential Staff Training

In 2021, we are delighted to offer our accredited firms complimentary staff training in mandatory areas including AML, GDPR and Cyber Security (CPD points available).

3. Free monthly legal updates and annual policy updates

The ILRS also ensure that firms are kept up to date at all times with monthly legal updates and new and updated policies circulated annually in our member’s area.

4. Enhanced audit and monitoring systems)

Cutting edge technology used at the audit and for ongoing monitoring using advanced systems provided by our partners CalQRisk.

5. Remote Reviews and Audits

In the current era, we are pleased to offer our clients the option of carrying out reviews, pre-audits and actual audits (wholly or partly) remotely using secure online platforms. Your auditor will be there to support you all the way. A visit to your office may be required at some stage, depending on prevailing public health advice.



Price List exclusive of VAT at 23% and outlays

Membership

| | <u>Small Firm 1-3 solicitors</u> | <u>Medium Firm 4-6 solicitors</u> | <u>Large Firm 7-10 Solicitors</u> |
|----------------------|--------------------------------------|---------------------------------------|---------------------------------------|
| Institute Membership | 100 | 150 | 200 |

Q3000- Pricing Structure

| | <u>Small Firm 1-3 solicitors</u> | <u>Medium Firm 4-6 solicitors</u> | <u>Large Firm 7-10 Solicitors</u> |
|---|--------------------------------------|---------------------------------------|---------------------------------------|
| Pre-Audit | 450 | 500 | 550 |
| Templates, procedures and documents | 495 | 495 | 495 |
| Consultancy | 450 | 850 | 850 |
| Audit, Accreditation and Report | 950 | 1050 | 1250 |
| Full Audit and Advisory Package* (Does not include membership fee) | 1995 | 2595 | 2895 |



Q6000: Pricing Structure

| | Small Firm 1-3 solicitors | Medium Firm 4-6 solicitors | Large Firm 7-10 solicitors |
|---|------------------------------|-------------------------------|-------------------------------|
| Pre-Audit | 450 | 500 | 550 |
| Templates, Procedures and documents | 495 | 495 | 495 |
| Consultancy | 450 | 850 | 850 |
| Audit, Accreditation and Report | 1400 | 1600 | 1800 |
| Full Audit and Advisory Package* (Does not include membership fee) | 2395 | 2995 | 3295 |

Q9000: Pricing Structure

| | <u>Small Firm 1-3 solicitors</u> | <u>Medium Firm 4-6 solicitors</u> | <u>Large Firm 7-10 Solicitors</u> |
|---|--------------------------------------|---------------------------------------|---------------------------------------|
| Pre-Audit | 550 | 550 | 550 |
| Templates, procedures and documents | 595 | 595 | 595 |
| Consultancy | 850 | 850 | 850 |
| Audit, Accreditation and Report | 2100 | 2400 | 2700 |



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|--|--------------|--------------|--------------|
| Full Audit and Advisory Package* (Does not include membership fee) | 3,395 | 3,795 | 4,195 |
|--|--------------|--------------|--------------|

**The full audit and advisory package price includes a pre-audit, the relevant number of days consultancy by reference to the firm's size, use of all templates, policies and procedures, and the final audit and detailed report. It does not include the membership fee.*

Payment Plan:

The audit cost can be spread over a number of months. We can arrange a payment plan suitable for your firm if this is of interest. Full payment must be made by the time of your audit.

Additional services:

For firms with more than 10 solicitors, please contact us for a quote

We would be pleased to tailor a file review programme for your firm. If you would like to discuss the various options further, please contact us – administrator@ilrs.ie or 01-2343727