

LEGAL SYSTEMS TECHNOLOGY 1
COURSE CODE: 6526

COURSE DESCRIPTION: Legal Systems Technology 1 is designed to provide an overview of the major responsibilities and tasks in a paralegal support position. The objectives of the course are to enhance technology and communication skills; solve legal oriented problems; manage processes and procedures of legal organizations; and demonstrate effective professional knowledge and personal qualities and employability skills desired for a law-related career.

OBJECTIVE: Given the necessary equipment, supplies, and facilities, the student will be able to successfully complete all of the following core standards.

RECOMMENDED GRADE LEVELS:	9–12
COURSE CREDIT:	1 unit (120 hours)
PREREQUISITE:	Keyboarding Proficiency
COMPUTER REQUIREMENT:	One computer per student

A. SAFETY

Proficient legal administrative professionals know the academic subject matter, including safety as required for proficiency within their area. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Review school safety policies and procedures.
2. Review classroom safety rules and procedures.
3. Review safety procedures for using equipment in the classroom.
4. Identify major causes of work-related accidents in office environments.
5. Demonstrate safety skills in an office/work environment.

B. STUDENT ORGANIZATIONS

Proficient legal administrative professionals know the academic subject matter, including professional development, required for proficiency within their area. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study:

1. Identify the purpose and goals of a Career and Technology Student Organization (CTSO). Explain how CTSOs are integral parts of specific clusters, majors, and/or courses.
2. Explain the benefits and responsibilities of being a member of a CTSO.

3. List leadership opportunities that are available to students through participation in CTSO conferences, competitions, community service, philanthropy, and other activities.
4. Explain how participation in CTSOs can promote lifelong benefits in other professional and civic organizations.

C. TECHNOLOGY KNOWLEDGE

Proficient legal administrative professionals know the academic subject matter, including the ethical use of technology as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Demonstrate proficiency and skills associated with the use of technologies that are common to a specific occupation.
2. Identify proper netiquette when using e-mail, social media, and other technologies for communication purposes.
3. Identify potential abuse and unethical uses of laptops, tablets, computers, and/or networks.
4. Explain the consequences of social, illegal, and unethical uses of technology (e.g., piracy; illegal downloading; licensing infringement; cyberbullying; inappropriate uses of software, hardware, and mobile devices in the work environment).
5. Discuss legal issues and the terms of use related to copyright laws, fair use laws, and ethics pertaining to downloading of images, Creative Commons, photographs, documents, video, sounds, music, trademarks, and other elements for personal use.
6. Describe ethical and legal practices of safeguarding the confidentiality of business-related information.
7. Describe possible threats to a laptop, tablet, computer, and/or network and methods of avoiding attacks.

D. PERSONAL QUALITIES AND EMPLOYABILITY SKILLS

Proficient legal administrative professionals know the academic subject matter, including positive work practices and interpersonal skills, as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Demonstrate punctuality.
2. Demonstrate self-representation.
3. Demonstrate work ethic.
4. Demonstrate respect.
5. Demonstrate time management.
6. Demonstrate integrity.
7. Demonstrate leadership.
8. Demonstrate teamwork and collaboration.
9. Demonstrate conflict resolution.
10. Demonstrate perseverance.

11. Demonstrate commitment.
12. Demonstrate a healthy view of competition.
13. Demonstrate a global perspective.
14. Demonstrate health and fitness.
15. Demonstrate self-direction.
16. Demonstrate lifelong learning.

E. PROFESSIONAL KNOWLEDGE

Proficient legal administrative professionals know the academic subject matter, including positive work practices and interpersonal skills, as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Demonstrate effective speaking and listening skills.
2. Demonstrate effective reading and writing skills.
3. Demonstrate mathematical reasoning.
4. Demonstrate job-specific mathematics skills.
5. Demonstrate critical-thinking and problem-solving skills.
6. Demonstrate creativity and resourcefulness.
7. Demonstrate an understanding of business ethics.
8. Demonstrate confidentiality.
9. Demonstrate an understanding of workplace structures, organizations, systems, and climates.
10. Demonstrate diversity awareness.
11. Demonstrate job acquisition and advancement skills.
12. Demonstrate task management skills.
13. Demonstrate customer-service skills.

F. CAREER EXPLORATION

Proficient legal administrative professionals demonstrate how to prepare to enter the law-related workplace. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Evaluate career opportunities.
2. Identify sources of employment opportunities.
3. Identify appropriate dress and grooming for the workplace.
4. Develop an electronic portfolio for career opportunities.
5. Compose a letter of application.
6. Compose a resume.
7. Complete a job application form.
8. Identify behaviors considered to be appropriate or inappropriate in a job interview.
9. Compose a follow-up letter.
10. Compose a letter of resignation.

G. DOCUMENT PREPARATION

Proficient legal administrative professionals demonstrate how to use various computer software to complete tasks in a timely manner. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

A. Word Processing

1. Explain how legal organizations and paralegal use word processors.
2. Describe major features found in word-processing programs.
3. Explain what document assembly is and how it works.
4. Discuss ethical problems related to word processing.
5. Compare and contrast Centralized and decentralized processing.
6. Incorporate short cut key strokes to process documents effectively.
7. Create and organize electronic files using folders and subfolders.
8. Identify terms commonly used in document processing.
9. Key and edit mailable business documents into proper and acceptable format.
10. Create envelopes/labels (including special notations such as “personal” and “confidential”) in the style currently recommended by the United States Postal Service (USPS).
11. Complete pre-printed and electronic forms.
12. Scan data or graphics for document use.
13. Revise existing documents.
14. Insert a graphic image.
15. Design a table.
16. Demonstrate use of 10-Keypad.
17. Locate and use templates.
18. Complete pre-printed and electronic forms

B. Spreadsheet Software

1. Explain what a spreadsheet is.
2. Describe how rows and columns make up the structure of a spreadsheet.
3. Explain what text, values, and formulas are.
4. Describe the types of graphs commonly found in spreadsheet programs.
5. Explain how coping formulas can simplify the use of a spreadsheet.
6. List and describe the ways in which paralegals can use spreadsheets.

C. Databases, case Management, and Docket Control Software

1. Define relevant terms, including database, field, record, table, and query.
2. Explain what a docket control systems is.
3. Explain what case management is.
4. Describe a computerized docket cycle.

5. Describe how a computerized case management system can prevent cases from being forgotten or overlooked.
6. Discuss why docket control and case management are important to a legal organization from an ethics perspectives.

H. LEGAL ADMINISTRATIVE SUPPORT FUNCTIONS

Proficient legal administrative professionals demonstrate how to organize and complete tasks in a timely manner. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study

1. Develop and manage an electronic office calendar.
2. Order and maintain inventory of supplies.
3. Obtain document notarization.
4. Set up personal record management system (e.g., telephone numbers, addresses, employee/customer profiles).
5. Maintain employee emergency contact information.
6. Receive visitors and clients.
7. Retrieve and process voice mail messages.
8. Process fax documents.
9. Process, file, and archive electronic mail.
10. Create and maintain electronic distribution lists.
11. Set priorities for workflow.
12. Develop efficient procedures for workflow.
13. Identify characteristics of an efficiently organized workstation.
14. Define ergonomics and its effect on employee productivity.

I. MEETING PREPARATION AND EQUIPMENT USE

Proficient legal administrative professionals demonstrate how to prepare for and facilitate business meetings. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Prepare materials for copying and distribution.
2. Photocopy a document using multiple features (e.g., collating, stapling, simplexing, duplexing) of a copier.
3. Locate and retrieve data from various sources (e.g., local drive, network drives, and internet).
4. Create high-quality visual aids.
5. Setup and install audio visual equipment.
6. Participate in web-based and video conferencing.
7. Discuss technology device trends as applied to business environments.

J. LEGAL COMMUNICATION

Proficient legal administrative professionals demonstrate how to complete oral and written communications in the law office. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Follow oral and written instructions.
2. Annotate letters, reports, and news articles.
3. Demonstrate appropriate grammar, spelling, and punctuation usage.
4. Edit documents using proofreader's marks.
5. Identify good listening skills.
6. Deliver an oral presentation.
7. Interpret nonverbal communications.
8. Prepare correspondence (e.g., memo, business letter, electronic mail).
9. Maintain legal transcription equipment.
10. Identify and transcribe various legal documents.
11. Prepare agenda and compile materials for meetings.
12. Prepare minutes as written record of official business.
13. Communicate with liaisons outside the company (e.g., business partners, business professional organizations).

K. TELEPHONE TECHNIQUES

Proficient legal administrative professionals demonstrate how to send and receive telephone calls. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Identify telephone services and types of calls.
2. Locate telephone numbers and addresses using appropriate resources, i.e. search engine, white pages.
3. Demonstrate proper techniques for answering, screening, and placing calls.
4. Demonstrate proper techniques for placing a caller on hold, transferring a call, and/or taking a message.
5. Explain the use of multi-line phones and conference calls.
6. Demonstrate proper handling of irate callers
7. Explain the different charges for long distance calls from a land line phone.

L. FILING/RECORDS MANAGEMENT

Proficient legal administrative professionals demonstrate how to save and retrieve hard copies as needed. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Identify types of filing supplies, procedures, and systems. (i.e. alphabetic, numeric, name/subject)
2. File office information manually and electronically.
3. Retrieve information from files.
4. Identify policy and procedure for retaining records and/or files.

M. MAIL SERVICES AND PROCEDURES

Proficient legal administrative professionals demonstrate how to process mail as needed. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in Paralegal Systems Technology program of study.

1. Process incoming and outgoing mail (i.e. sorting, distributing, routing, etc.).
2. Identify special mail services through the USPS (certified, registered, return receipt, etc.).
3. Identify alternative couriers (FedEx, UPS, DHL, inter-office).
4. Use electronic mail.
5. Identify equipment used in processing mail. (i.e. postage scales)

N. FINANCIAL FUNCTIONS

Proficient legal administrative professionals complete financial functions as needed. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Identify how and why to establish and replenish petty cash.
2. Create check request
3. Create travel request and seek the appropriate approvals.
4. Create and request appropriate approvals for reimbursements.

O. MANAGEMENT FUNCTIONS

Proficient legal administrative professionals complete management functions as needed. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Paralegal Systems Technology program of study.

1. Investigate various alternatives for making travel arrangements.
2. Plan and organize a meeting.
3. Prepare an agenda for a meeting.
4. Plan a business trip.
5. Prepare an itinerary.

[Course Materials and Resources](#)
[Academic Standards and Indicators](#)