

# McKenzie Friend and LIP

## Online Training

### Terms and Conditions

#### 1-1 Business Chat With Phil

**Version 27/05/21**



#### **Terms & Conditions**

You have requested a 1-1 telephone or video platform chat with Philip Kedge of the McKenzie Friend UK Network.

This session is open to those who:

- 1) Would like to ask questions in relation to the training modules.
- 2) Those who wish to talk about their own McKenzie Friend business or setting up a business.
- 3) Those who wish to find more about the McKenzie Friend UK Network Level 2 Support Scheme or the Level 1 Membership Scheme.

The session does not include discussions or advice with respect to any individual family court case, personal circumstances around divorce or separation or any third party case.

The session is a single sitting and up to 1 hr in duration. The content is not pre-planned and it is for yourself to come prepared with the questions and information that you wish to seek and discuss.

The session may be recorded for training and monitoring purposes.

If the session is missed without advanced warning of cancellation or advanced request to rearrange, then the session will be taken as complete with the fee paid and not refundable. In all events, once paid the fee is non refundable unless for any reason the session cannot be held due to the circumstances of Phil Kedge.

The basis of the session is to provide advice, pointers and information in relation to 1-3 above. This is provided on the basis of Philip Kedge as a layperson, McKenzie Friend. Nothing expressed represents legal advice.

The support in relation to your business is simply based on suggestions. It is entirely a matter for you as to how you use these suggestions and or apply them into the context of your business. Your business and the decisions you make is entirely your responsibility.

For clarity the below brief information is provided in relation to the Level 2 'Support Scheme' and Level 1 'Membership Scheme'.

Please note that this is not a definitive explanation but a general overview only. The schemes are flexible and may change and develop over time.

## **Level 2: Support Scheme**

We try and open up the Level 2 Support Scheme to as many McKenzie Friends as possible, but there may be exceptions if it is felt that an individual may clearly not be suitable.

There is no automatic expectation to be offered a place on the support scheme.

If accepted, the position is reviewable every 3 months. There is a non refundable administration fee at the start of every 3 months of £100.

The scheme provides telephone or video conference support to Phil Kedge on a booking basis. Ongoing support is provided for:

- 1) Suggestions in developing your business
- 2) A confidential second opinion on any of your client family court cases
- 3) To provide answers, suggestion or discussions to any other family court matter.

The support excludes any support or discussions in relation to your own family court case or family issues.

The sharing of any documents or identifiable information, must have the consent of the person involved

A fee is paid for each consultation at the rate of £60 per hr with minimum blocks of 15 minutes.

Hint: Your business plan and own terms and conditions should enable that your fees on seeking a second opinion on client case issues are payable by your client so that this is cost neutral to your business.

Those deemed suitable will be invited onto the network as a Member under the Terms and Conditions of the Support Scheme.

## **Level 1: Membership Scheme**

The support of Level 2 with the addition of client referrals and a profile on the McKenzie Friend UK Network.

You operate as independent McKenzie Friends and are not employed or affiliated to us.

A small fee is payable for each referral.

There are some automatic exclusions to the Membership Scheme as well as other general considerations where we reserve the right to exclude applicants.

### **Automatic Exclusions:**

- a) Those who refer to themselves as 'legal entities' or providing 'legal advice'.

- b) Those who operate other than entirely on their own.
- c) Those who offer any other training or referral service.
- d) Those who offer other 'legal' or 'family court' based services.
- e) Any person who has a 'personal' or 'political' agenda that may be 'unhelpful' in the wider support of clients.
- f) A criminal record or police caution that would make providing family court support unsuitable.

**Other possible but not automatic considerations for exclusions:**

- g) Lack of geographical demand or vacancy for a McKenzie Friend on the Network.
- h) Has not completed the full training course Modules 1-7

**Interview**

If after honest discussions a person may have the potential to succeed as a member, then there will be a 1-1 interview for approximately 45 minutes.

Desired factors:

- 1) Positive communication skills.
- 2) Understanding of conflict resolution.
- 3) Understanding of family court procedures.
- 4) Personable with the skills to mentor.
- 5) Positive listening skills.
- 6) Personal integrity and high service standards.
- 7) Practical experience as a McKenzie Friend or relevant experience.
- 8) Business acumen

The list is not exhaustive.

Those deemed suitable will be invited onto the network as a Member under the Terms and Conditions of the Membership Scheme.