



**THE UNIVERSITY OF SOUTHERN  
QUEENSLAND LAW SOCIETY**

**CLIENT INTERVIEW  
RULES**

## **Contents**

<b>1. COMPETITION NAME .....</b>	<b>3</b>
<b>2. COMPETITORS .....</b>	<b>3</b>
<b>3. COMPETITION STRUCTURE.....</b>	<b>3</b>
<b>4. TIEBREAKS.....</b>	<b>4</b>
<b>5. GUIDE FOR COMPETITORS .....</b>	<b>5</b>
<b>6. CLIENTS .....</b>	<b>5</b>
<b>7. JUDGES .....</b>	<b>6</b>
<b>8. JUDGING GUIDE.....</b>	<b>6</b>
<b>9. TOURNAMENT EXECUTIVE.....</b>	<b>6</b>
<b>10. CONTACTS .....</b>	<b>6</b>
<b>11. PRIZES.....</b>	<b>7</b>
<b>12. APPENDICES .....</b>	<b>8</b>

## **1. COMPETITION NAME**

**1.1** This Competition will be officially known as The University of Southern Queensland Law Society (USQLS) Client Interview Competition ('Client Interviewing').

**1.1.1** The USQLS Client Interview Executive may publicize the competition under another appropriate title at their discretion.

## **2. COMPETITORS**

**2.1** By entering Client Interviewing, all competitors agree to be bound by the Client Interviewing Rules outlined in this document and any relevant provisions of the USQLS Constitution.

**2.2** Any breach of the rules may incur a penalty to be determined by the USQLS Client Interview Executive.

**2.3** Each competitor must either be a financial member of the USQLS or in the case of non-members, pay a \$10 entrance fee to be eligible to enter the Client Interviewing Competition.

**2.4** Each competitor must be currently enrolled and studying at the University of Southern Queensland.

**2.5** Competitors must register by the registration date as set by the USQLS Client Interview Executive.

**2.6** Competitors should compete in business attire.

**2.7** Competitors must not discuss the problem with anybody other than their competition partner.

## **3. COMPETITION STRUCTURE**

**3.1** The competition will be run online over Zoom.

**3.2** Unauthorised spectators are not permitted.

**3.3** The competition shall be comprised of four (4) Rounds: two (2) Preliminary rounds, a Semi-Final, and a Grand Final.

**3.4** The Semi-Final may be vacated at the discretion of the USQLS Vice President Competitions.

- 3.5** All teams will compete in the two (2) Preliminary rounds, with the top four (4) scoring teams progressing to the Semi-Final.
- 3.6** The top two (2) teams scoring teams from the Semi-Final will progress to the Grand Final.
- 3.7** Teams will consist of two (2) members who will play the role of lawyers conducting a preliminary interview of a potential client.
- 3.8** Competitors will receive a memorandum prior to the commencement of the interview indicating the context of the client's situation.
- 3.9** Teams should join the Zoom call ten (10) minutes prior to their allocated start time.
- 3.10** Teams who arrive twenty (20) minutes later than their allocated start time will receive a score of zero (0).
- 3.11** Each team will interview their client for thirty (30) minutes.
- 3.12** A Judge may grant an extension of up to five (5) minutes per team.
- 3.13** Following the interview, teams will have five (5) minutes to privately prepare their post-interview reflection.
- 3.14** Teams will then have ten (10) minutes to present their post-interview reflection on the quality of their interview to the Judge(s).
- 3.15** The Judge(s) will then provide feedback.

#### **4. TIEBREAKS**

- 4.1** If there is a tie after the two (2) Preliminary rounds, the total number of teams which progress to the Semi-Final can be greater than the number listed in rule 3.5.
- 4.2** If there is a tie in the Semi-Final, to determine a winner between the tying teams, the tying team(s) with the highest cumulative score, including the scores from the Preliminary rounds, will progress to the Grand Final.
- 4.3** If rule 4.2 does not resolve the tie, the judges who have judged the rounds of the tying teams will decide which team(s) progress(es).
- 4.4** If there is a tie in the Grand Final, the two (2) teams will share the winning title.

## 5. GUIDE FOR COMPETITORS

- 5.1 Teams may use books, notes, and other materials but all electronic devices (aside from those used for timing) are prohibited.
- 5.2 The focus of the interview is to communicate effectively with the client to determine their issues, goals, and expectations in order to develop a set of potentially effective courses of action.
- 5.3 Teams are not expected to provide in depth legal advice, but rather should focus on teamwork, creating a professional relationship with their client, and their ability to clearly articulate the client's issues and steps to progress the client's matter.
- 5.4 Below is a brief suggestion of how to conduct a Client Interview. A more in-depth instruction will be provided in an online Client Interview workshop by the USQLS Client Interview Officer prior to the competition.

### **Introduction**

- Greetings/introduce yourselves/small talk
- Explain the structure of the interview (e.g., This meeting will go for 15 minutes. We will start by hearing why you have come to see us today, then we will ask some questions to get a clearer understanding and then we will provide some preliminary legal advice)
- Explain retainer, confidentiality, and conflict of interest

### **Overview**

- Get an overview of client's problem

### **Questioning**

- Ask questions to uncover their objectives and relevant facts of situation

### **Advice**

- Briefly outline the relevant law and provide advice on steps client should take and steps you will take to progress the matter

### **Conclusion**

- Briefly list steps to be taken, tell client to contact firm if they wish to pursue the matter, say thank you and goodbye.

## 6. CLIENTS

### 6.1 The client will:

- 6.1.1 be a volunteer;
- 6.1.2 be provided written facts; and
- 6.1.3 will only divulge certain facts if asked specific questions.

## **7. JUDGES**

- 7.1** Each round will be judged by a minimum of one (1) and a maximum of three (3) judges.
- 7.2** Judges will be provided with a Judging Guide and Score Sheet and will score competitors on the criteria set out in the Judging Guide (See Appendix 1 below).

## **8. JUDGING GUIDE**

- 8.1** Judges are to follow the criteria set out in the USQ Law Society Client Interviewing Judging Guide (See Appendix 1 below).

## **9. TOURNAMENT EXECUTIVE**

- 9.1** This section establishes the Client Interview Executive as the body responsible for the administration of the Competition and the interpretation of the Competition rules.
- 9.2** The Client Interview Executive shall not be affiliated with nor assist any team registered to take part in the Tournament.
- 9.3** The Client Interview Executive shall consist of three (3) members, who are to work in cooperation.
- 9.4** The composition of the Client Interview Executive shall be as follows:
  - 9.4.1.1** The USQLS Vice President Competitions;
  - 9.4.1.2** The USQLS Client Interview Officer and
  - 9.4.1.3** The Competitions Convener for the Client Interview Competition.
- 9.5** The Client Interview Executive will make decisions in accordance with its responsibilities and powers as outlined in the Rules.
- 9.6** The decisions of the Client Interview Executive regarding the interpretation of the Rules will be final.

## **10. CONTACTS**

- 10.1** If a team is unable to compete, their withdrawal must be communicated as soon as possible to the USQLS Client Interview Officer by email at [clientint.usqls@gmail.com](mailto:clientint.usqls@gmail.com)
- 10.2** Enquiries and complaints about the Client Interview Competition can also be emailed to the USQLS Client Interview Officer.
- 10.3** If the USQLS Client Interview Officer is unable to assist in the matter, enquires and complaints will then be escalated to the USQLS Vice President Competitions at [competitions.usqls@gmail.com](mailto:competitions.usqls@gmail.com)

## **11. PRIZES**

**11.1** There will be two (2) prizes awarded in the Grand Final of the Competition

**11.2** The Client Interview Competition Champion Prize will be awarded to the winning team in the grand final. (being the team awarded the most points according to the score sheet in Appendix 1).

**11.2.1** The Client Interview Competition Champion Prize will be \$200.00.

**11.3** The Client Interview Competition Runners-Up Prize will be awarded to the losing team in the grand final. (being the team awarded the least points according to the score sheet in Appendix 1).

**11.3.1** The Client Interview Competition Runners-Up Prize will be \$100.00.

## 12. APPENDICES

### USQLS CLIENT INTERVIEW JUDGING GUIDE

<b>TOTAL SCORE /100</b>			
<b>50-64 Poor</b>	The team's performance was below average for the standard of the competition.	<b>65-74 Average</b>	The average standard of the competition.
<b>75-84 Good</b>	The team showed skill that was noticeably above the standard of the competition.	<b>85-100 Outstanding</b>	The team's performance was outstanding with very minimal errors.

<b>Working Atmosphere /10</b>			
<b>5 Poor</b>	Failed to establish a professional working atmosphere.	<b>6-7 Average</b>	Established a professional working atmosphere but had noticeable faults, for instance, in conducting themselves in a respectful, thoughtful, and professional manner.
<b>8 Good</b>	Established an effective working atmosphere and relationship with client.	<b>9-10 Outstanding</b>	Highly effective working atmosphere and relationship with client.

<b>Description of Problem /10</b>			
<b>5 Poor</b>	The team did not ascertain enough of the issues or how the client views their situation to be able to describe the problem.	<b>6-7 Average</b>	The team ascertained some of the key issues but may have misinterpreted the issues and how the client sees them.
<b>8 Good</b>	Ascertained most of the issues and how the client views their situation.	<b>9-10 Outstanding</b>	Fully ascertained all of the issues and client's views.



<b>Client's Goals and Expectations /10</b>			
<b>5 Poor</b>	Failed to ascertain client's goals and expectations.	<b>6-7 Average</b>	Gained a general understanding of the client's goals and expectations.
<b>8 Good</b>	Gained a good understanding of the client's goals, expectations, whilst taking account of the emotional aspects of the situation.	<b>9-10 Outstanding</b>	Gained an excellent understanding of the client's goals, expectations, whilst taking account of the emotional aspects of the situation.

<b>Problem Analysis /10</b>			
<b>5 Poor</b>	Failed to gain a clear understanding of the client's problem.	<b>6-7 Average</b>	Gained a general understanding of the client's problem and analysed it.
<b>8 Good</b>	Clearly outlined the client's problem and analysed it creatively from legal and non-legal perspectives.	<b>9-10 Outstanding</b>	Clearly and eloquently outlined the client's problem and analysed it creatively from legal and non-legal perspectives with a high level of effectiveness.

<b>Moral and Ethical Issues /10</b>			
<b>5 Poor</b>	Failed to appropriately identify and deal with moral and ethical issues.	<b>6-7 Average</b>	Attempted but did not effectively identify and deal with moral and ethical issues.
<b>8 Good</b>	Adequately identified and dealt with moral and ethical issues.	<b>9-10 Outstanding</b>	Quickly and correctly identified moral and ethical issues. Modified approach to deal with issues effectively.

<b>Alternative Courses of Action /10</b>			
<b>5 Poor</b>	Failed to develop any feasible course of action.	<b>6-7 Average</b>	Developed one or more courses of action and gave minimal consideration of their effectiveness.
<b>8 Good</b>	Developed more than one feasible legal and non-legal courses of action and gave consideration of their effectiveness.	<b>9-10 Outstanding</b>	Developed and eloquently explained more than one highly feasible legal and non-legal courses of action and gave insightful consideration of their effectiveness.

<b>Client's Informed Choice /10</b>			
<b>5 Poor</b>	Made little or no attempt to explain the client's options in addressing their legal and emotional issues.	<b>6-7 Average</b>	Attempted to explain the client's legal and emotional problems and the possible solutions so the client could make an informed choice.
<b>8 Good</b>	Effectively explained the client's legal and emotional problems and the possible solutions so the client could make an informed choice.	<b>9-10 Outstanding</b>	Eloquently explained the client's legal and emotional problems and the possible solutions so the client could make an informed choice. The client's legal and emotional needs were thus dealt with excellently.

<b>Effective Conclusion /10</b>			
<b>5 Poor</b>	The interview did not conclude with the client having a solid understanding of what was discussed and what mutual steps to follow. The team lacked skill in concluding the interview.	<b>6-7 Average</b>	The interview concluded with the client having some understanding of what was discussed and what mutual steps to follow. The team showed some skill in concluding the interview.
<b>8 Good</b>	The interview concluded with the client having a decent understanding of what was discussed and what mutual steps to follow. The team showed noticeable skill in concluding the interview.	<b>9-10 Outstanding</b>	The interview concluded with the client having a clear understanding of what was discussed and what mutual steps to follow. The team showed outstanding skill in concluding the interview.

<b>Teamwork /10</b>			
<b>5 Poor</b>	Poor or no teamwork between team members.	<b>6-7 Average</b>	Teamwork was lacking for reasons such as imbalance of participation and lack of communication between team members.
<b>8 Good</b>	Teamwork skills, such as equal participation, were noticeable.	<b>9-10 Outstanding</b>	The team equally shared participation, communicated with each other, and worked effectively as a duo.

Post-Interview Reflection /10			
<b>5 Poor</b>	Team was not aware of their strengths or weaknesses.	<b>6-7 Average</b>	Identifies strengths and weaknesses. Discussion could be improved such as by being more structured or clear.
<b>8 Good</b>	Used a structured approach to discuss strengths and weaknesses, giving supporting examples and discussed what they would have done instead and why.	<b>9-10 Outstanding</b>	Used a clear, structured, and insightful approach to discuss strengths and weaknesses, giving supporting examples and discussed what they would have done instead and why.

