

PACE CHECKLIST

SUFFICIENT BENEFIT TEST

Is the matter in scope?	
Is it an attendance excluded matter i.e., phone only advice should have been provided?	

ATTENDEE

Have we sent the correct person e.g. probationary rep on indictable only matter?	
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DUTY SOL COMPLIANCE

Did DS take first call and advise?	
Did we send appropriate rep?	

TRAVEL

Have we complied with travel cost restrictions for agents?	
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PERFORMANCE STANDARDS

Did we contact client by phone in 45 mins?	
Did we arrive appropriately for interview?	

TIME JUSTIFICATION

Is it chronologically clear what happened throughout the attendance?	
Is there any attendance which might be considered “waiting”?	
Do we expressly justify post interview attendance?	

RATES

Have we used correct rates?	
Have we got unsocial hours correct?	

SQM & CONTRACT?

Are CDS 1 and 2s correctly completed?	
Have we confirmed events to client in writing?	
Is file opened correctly?	

GENERAL

Is it neat and tidy?	
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